

FORM D



REPUBLIC OF KENYA

MINISTRY OF TOURISM AND WILDLIFE

TOURISM AND TRAVEL HEALTH AND SAFETY INSPECTION CHECKLIST

**PROFESSIONAL SAFARIS, PHOTOGRAPHERS, TOUR GUIDES/ LEADERS AND
BEACH OPERATIONS SERVICES (CLASS E) ENTERPRISES**

JUNE, 2020

PART 1 : GENERAL PROTOCOLS

*All tourism enterprises/businesses **SHALL** observe the general protocols for safety of their staff, clients and the general public whom they interact with.*

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

1.1	Broad protocols for all tourism enterprises/Businesses			
No.	General Provisions	Compliance		Observations/Remarks
		Yes	No	
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 a documented SOP's for handling suspected Covid-19 cases that ensures patient confidentially and prevents stigmatization of the affected Persons			
3)	<i>Evidence of valid</i> TRA license			

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)	The operator/Guide is Trained on health, safety and hygiene to ensure compliance with the Covid-19 pandemic protocols & all other relevant measures			
2)	Person/Guide ensure screening of 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)	Evidence of well-maintained guest/visitor/passenger personal details for ease of contact tracing			
4)	Procedures to manage stock and observe correct usage of PPE by all staff, guests and suppliers and conducting spot checks regularly			

1.4	Guest declaration of travel history and medical status	Yes	No	Observations/Remarks
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			

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)	Standard safety briefings to all guests in line with the SOP's for boarding of vehicles			
3)	<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			

4)	Notices placed appropriately i.e. on walls, seats and tables to avoid contamination by touch			
5)	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 service is rendered			
2)	Procedures for disinfection and temperature checking at the point of guests' arrival 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° C or exhibiting respiratory symptoms			

1.7	Guest protective equipment	Yes	No	Observations/Remarks
1)	Guests/visitors wear appropriate, quality personal protective equipment at all times 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			

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 provided as appropriate			
2)	Visible notices and any other sensitization information at areas on Covid-19 preventive measures including 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)	Integrated technologies for automation, such as mobile payments is being used			

5)	Procedures for disinfection focusing on guest's body, luggage, travel documents and high-frequency touch points/surfaces			
6)	Records of sanitized areas/surfaces, detergents used and personnel involved in cleaning and sanitation process well-kept and maintained			
7)	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			
8)	Documented list of emergency contacts, reporting system and evacuation procedures for any arising health related incidents			

1.9 Front-line Staff Health and Preventive Measures

1.9	Front-line Staff Health and Preventive Measures	Yes	No	Observations/Remarks
1)	Personnel/Guide temperatures or any other workers taken every day and appropriately recorded. In case of any observed temperature readings above 37.5° C the personnel will seek medical attention			
2)	Personnel/Guide with a suspect temperature or showing covid-19 symptoms within areas of operation not allowed to offer any service and ensuring self-isolation for a minimum of fourteen (14) days			
3)	Provision of appropriate, quality and sufficient approved PPEs			
4)	Staff maintaining physical distance of at least 1.5 meter apart from guests at all times			
5)	Staff frequently wash/ sanitize hands before and after entering the work premises, changing into uniforms, using lockers and after touching items or surfaces			
6)	Staff stationed in their areas of operation responsible for sanitizing the area surfaces periodically			
7)	Staff handling luggage utilize gloves, sanitize or wash hands immediately before and after touching luggage			

1.9 Front-line Staff Health and Preventive Measures

1.11	Personnel, Operators or Guides training	Yes	No	Observations/Remarks
1)	<i>The operator has undergone 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) Specific training on function with higher risk such as wash-up and vehicle cleaning			
	f) Training on other relevant topics likely to support staff in areas such as counseling services			

PART 2: PROFESSIONAL SAFARIS, PHOTOGRAPHERS, TOUR GUIDES/ LEADERS AND BEACH OPERATIONS SERVICES (CLASS E) ENTERPRISES

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*All professional safaris, photographers, tour guides/ leaders and beach operations services (class e) enterprises operating during COVID-19 Pandemic **SHALL** comply with the following Recommendations;*

2.1 Professional safaris, photographers, tour guides/ leaders and beach operations services (class e) enterprises				
No.	Protocols	Compliance		Observations/Remarks
		Yes	No	
1)	Provide alcohol-based hand sanitizers at entry and exit points			
2)	Provide adequate Personal Protective Equipment (face masks, disposable gloves)			
3)	Provide appropriate waste bins general wastes and used PPEs			
4)	Extra Personal Protective Equipment's made available in the vehicle for use at all times			

5)	Good personal grooming observed at all times			
6)	Vehicles used in guest transport are cleaned and sanitized after every trip/group tour			
	Availability of a Safety Officer responsible for temperature screening in case of beach operators			
7)	A register of clients transported or interacted with the professional safaris/tour guides or beach operators			
8)	A register of clients transported or interacted with the professional safaris/tour guides or beach operators			
9)	A register of clients transported or interacted with the professional safaris/tour guides or beach operators			
10)	Proof of contactless payments such as Mobile phone payments			
11)	Availability of Guide Books			
12)	Availability and evidence of implementation of Standard Operating Procedures (SOPs			
13)	Membership to a recognized Association			

TO BE FILLED BY THE APPLICANT

I confirm that the details provided are true to the best of my knowledge:

Name:

Position:

Signature:

Official stamp:

TO BE FILLED BY THE APPLICANT'S ASSOCIATION

I confirm that the applicant is a Bona Fide member of our Association and we hereby recommend them for the Clearance Certificate from TRA:

Name:

Position:

Signature:

Official stamp:

FOR TOURISM REGULATORY AUTHORITY OFFICIAL USE ONLY:

GENERAL COMMENTS:

Inspection officers:

Name	Signature	Date of Inspection
1		
2		
3.		