



FORM C

REPUBLIC OF KENYA

MINISTRY OF TOURISM AND WILDLIFE

TOURISM AND TRAVEL HEALTH AND SAFETY INSPECTION CHECKLIST

TOURS AND TRAVEL AGENCIES (CLASS C) 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

1.1 Broad protocols for all tourism enterprises				
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 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			
1.2 Inter county and cross-border management				
No.		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)	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 to 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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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			

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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/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			

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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 record and handle guests whose temperature is above 37.5° C or exhibiting respiratory symptoms			

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1.7	Guest protective equipment	Yes	No	Observations/Remarks
1)	Guests/visitors wear appropriate, quality personal protective equipment except while dining			
2)	Provision for a spare supply of masks and hand gloves which shall be provided to guest on need basis			

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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)	Where applicable, 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)	Office doors are left/wedged open or porters/security deployed to open doors and press lift buttons to limit guest from touching surfaces as appropriate			
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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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			

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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)	Procedures in place for handling a staff members who is confirmed covid-19 positive in line with this protocol			
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)	Surface sanitizing schedules for less utilized areas drawn up			
8)	Staff handling luggage utilize gloves, sanitize or wash hands immediately before and after touching luggage			
9)	Special considerations to staff at higher risk such as those who are older or have co-morbidity conditions			
10)	Provision to accommodate higher risk staff to stay within the establishments to avoid public transport risks (accommodation establishments only)			
11)	Arrangements to have shifts staggered slightly to avoid queues at staff entrances and congestion in changing rooms			
12)	Staff kitchens, canteens, and bathrooms and service elevators where applicable are hygienically maintained as guest areas and facilities			
13)	Staff transport vehicles adhere to similar safety and hygiene practices with respect to social distancing, sanitizing, cleaning and capacity similar to vehicles ferrying guests			
14)	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 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 : TOURS AND TRAVEL AGENCIES (CLASS C) ENTERPRISES

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*All Tours, Travel agencies and Adventure sports operating during COVID-19 Pandemic **SHALL** comply with the following Recommendations;*

2.1 Tour operators

No.	Protocols	Compliance		Observations/Remarks
		Yes	No	
1)	Have documented Standard Operating Procedure (SOP) for guest Management line with these protocols and MOH Covid-19 preventive guidelines as appropriate.			
2)	Guest/staff/drivers register kept and updated daily and should include mobile contact & physical address for ease in tracing?			
3)	Provision for online bookings to minimize contacts with walk-in clients			
4)	Tour vans and transfer vehicles are properly cleaned and sanitized during and after each trip/transfers			
5)	Provision for packed lunches for long drive to avoid stop-overs and staff serving food and drinks observe guidelines related to food service			
6)	Drivers and guides use suitable communication gadgets for vehicles carrying more than 7 passengers to			

	communicate with guest to avoid turning or shouting to enable them to be heard by guests			
7)	Disposable headrests covers are replaced after each trip			
8)	Vehicle air-conditioners modified to include air purifiers where applicable to reduce the ability of the virus circulating inside the vehicle especially for larger and luxury vehicles			
9)	Windows opened when weather permits, to allow air circulation			
10)	Provision for creative personalized group tours and packages to incentivize domestic tours, excursions, short trips and visits to nearby destinations in the short term			
11)	Provision to limit the number of staff accompanying guests in every trip			
12)	Information provided is stuck on the back of the chairs or the body of the vehicle to minimize contact			
13)	Provision for smart/automated doors to minimize touching contaminated surfaces where applicable			
14)	Integrated technologies to enable automation, such as contactless payments platforms such as online money transaction where possible and cash payments discouraged			

2.2	Travel agents	Yes	No	Observations/Remarks
1)	Provision for online bookings to minimize contacts with walk-in clients			
2)	Promote use of smart/automated doors to minimize touching contaminated surfaces?			
3)	Developed a Covid-19 Travel Risk Assessment Plan to assess any potential risks? The risk assessment plan shall help provide question and answer —questions relating to health, safety and hygiene measures in the			

	destination in response to guests' queries and specific needs?			
4)	Physical barriers installation of transparent screens to provide special separation between customers and employees, especially for travel agents located in shopping malls, airports, or in areas with direct public access?			
5)	Encouraging physical distancing and providing signage to ensure proper separation in common areas, discouraging congregating in crowded areas, limiting the number of employees and customers in the travel agent's shop?			
6)	Educating both employees and customer about their shared responsibility to help protect each other in a Covid-19 environment?			
7)	Enhanced Sanitation by customized procedures to suite each agents operating environment and the expectations of its customers?			
8)	Implement touchless technologies or low-touch solutions, where practical, such as e-ticketing, e-visa solution, online check in services, e-payment or mobile payment services, customer, passenger tracing services and travel agents airport transfers to limit the opportunity for virus transmission while also promoting a safe and enjoyable travel experience for customers?			

TO BE FILLED BY THE APPLICANT

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

Name:

Position:

Signature:

Company 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
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2			
3.			