

Government of Himachal Pradesh
Department of Tourism & Civil Aviation

No.Tsm-F(4)-3/2020

Dated: Shimla-2 the

4th July, 2020

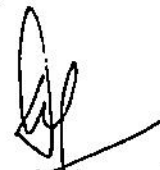
ORDER

Whereas, the Department of Tourism & Civil Aviation, Himachal Pradesh vide letter No.5-99/2020/TSM-201 dated 9th June, 2020, has issued COVID19 Safety and Hygiene guidelines for Tourism Sector in accordance with the guidelines issued by the Ministry of Tourism, Government of India for operation of Hotels and other accommodation units in the State (**Annexure "A"**).

And Whereas, Revenue Department – Disaster Management Cell, Himachal Pradesh vide order No.Rev(DMC)(C)20-2/2020-Covid 19 dated 2nd July, 2020 has issued new guidelines on Unlock 2 by opening up more activities and as per these guidelines, Tourism units will be opened and operated as per the SOPs to be issued by the Department of Tourism Department from time to time.

Now, therefore, the undersigned after considering status of the COVID-19 pandemic and the overall circumstances, hereby orders the issue of **additional Standard Operating Procedures (SOPs) for opening of Tourism Units in the State** as per **Annexure-"B"** appended to this Notification for information and strict compliance thereto of all concerned.

These Standard Operating Procedures (SOPs) shall come into force with immediate effect.



(Devesh Kumar)


Secretary (Tourism & CA) to the
Government of Himachal Pradesh.

Endst.No. Tsm-F(4)-3/2020 Dated: Shimla-2 the 4th July, 2020

Copt for information and necessary action to:-

1. All the Administrative Secretaries to the Government of Himachal Pradesh.
2. The Pr.Secretary to the Chief Minister, HP, Shimla-2.
3. The Adviser-cum-Pr.Private Secretary to the Chief Minister, HP, Shimla-2.
4. The Sr.Spl.PS to Chief Secretary, Govt. of HP, Shimla-2.

5. The Secretary to Governor, HP, Shimla-2.
6. All the Divisional Commissioners in HP.
7. All the Heads of Department in HP.
8. The Director, Tourism & Civil Aviation, HP, Shimla-9 for circulation thereof to all DTDOs / IHMs / concerned stake holders.
9. All the Deputy Commissioners in HP.
10. All the Superintendent of Police in Himachal Pradesh.
11. The Managing Director, HP Tourism Development Corporation, Ritz Annexe, Shimla-1.
12. The Director, Information & Public Relations, HP, Shimla-2.


Addl. Secretary (Tourism & CA) to the
Government of Himachal Pradesh.

No. 5-99/2020/TSM-- 20)
Department of Tourism & Civil Aviation,
Himachal Pradesh, Shimla-171009.

To

1. All the Deputy Directors/DTDOs/ATDOs, Department of Tourism & Civil Aviation/Field Offices.
2. The Principles of IHM, Kufri, Hamirpur and FCI Dharamshala
3. All the Hotel, Restaurant, Travel Agents, Associations of Himachal Pradesh.

Dated: - Shimla-9, the 09th June, 2020.

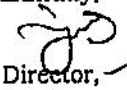
Subject: - Regarding approval of the Draft SOP for the Tourism Industry.

Sir,

With reference to the Order of Revenue Department - Disaster Management Cell, HP dated 31.05.2020. The Department of Tourism & Civil Aviation, Himachal Pradesh, hereby circulates COVID-19 Safety and Hygiene guidelines for Tourism Sectors in accordance with the guidelines issued by the Ministry of Tourism, Government of India for operation of Hotels and other accommodation units (Copy enclosed).

It is therefore requested to kindly adhere to these Guidelines in letter and spirit & also circulate with all the concerned.


Yours Faithfully,


Director,
Tourism & Civil Aviation,
H.P. Shimla-171009.
Dated:-

Endst. No. As above.

Copy to:-

1. The Secretary (Tourism & Civil Aviation) to the Government of Himachal Pradesh w.r.t. your letter No. Tsm-F(4)-3/2020 dated 09.06.2020 for information.
2. The Administrative Secretaries to the Government of HP.
3. The Head of the Departments, Himachal Pradesh.
4. All the Managing Directors/Secretaries, Corporations and Boards in HP.
5. The Divisional Commissioners in the State of H.P.
6. All the Deputy Commissioners in the State of H.P.
7. All the Superintendent of Police in the State of H.P.
8. The Director, Information & Public Relation, H.P. with a request to give wide publicity.


Director,
Tourism & Civil Aviation,
H.P. Shimla-171009.

COVID-19 Safety and Hygiene Guidelines for Tourism Sector

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COVID-19 Safety Guidelines for Tourism Sector

(Hospitality Units)

1. Introduction

1.1. Need for suitable measures post COVID-19 Lockdown

Given the current COVID outbreak in India, it is important that all hotels and other hospitality units take suitable measures to restrict any further transmission of the virus while providing accommodation and other tourist services post lockdown. The guidelines aim to minimize all possible touch points between a Staff and Guest and maintain social distancing and other preventive and safety measures against COVID-19. It also endeavors to make the traceability of the guests easier, in case a situation in future warrants so.

1.2. Applicability

It must also be clearly understood that any instructions issued by the respective State Governments or other Competent Authorities from time to time will be binding and will override the provisions in this document, and must be strictly complied with.

2. Hotels

The management must educate all categories of staff of the critical importance of these procedures designed to make operating the hotel safe for both guests and staff alike. Special attention has been made to make it extremely safe for staff to carry out their assigned tasks. The safety of the staff will not be compromised at any time.

2.1. General Information on proposed measures

3. Social distancing measures, together with frequent hand hygiene and respiratory etiquette, are the main measures to prevent transmission of COVID-19. Although it is probable that guests are already familiar with these measures, they should be reminded as a form of hospitality.
4. Social distancing includes refraining from hugging & shaking hands with guests as well as among staff. It involves maintaining a distance of at least 1m (3 ft) and avoiding anyone who is coughing or sneezing. Hand hygiene means regularly and thoroughly cleaning hands with alcohol-based hand rub or washing them with soap and water. Also avoid touching eyes, nose, and mouth. Hand disinfection is indicated after exchanging objects (money, credit cards) with guests.

5. Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.

5.1. Establishing a Management Team (Rapid Response Team)

6. Appoint a management team headed by "Rapid Response Leader", ideally an officer from the higher management or a specially appointed officer and "Rapid Response officers" from each and every operational departments. The appointed Management team (Rapid response team) should strictly follow these guidelines in consultation with other directions, which may be issued from various authorities in connection with COVID-19.
7. The team should be responsible to prevent incidents, effectively manage cases and mitigate impact among guests, staff and other involved parties in the operation. And the team should update the entire staff when necessary as a result of issuance of new guidance, procedures, regulations or any change issued by the pertinent authorities.
8. Team should frequently evaluate, identify gaps and adjust in accordance to ensure the practicality and make sure the consistent continuation and be alert on unusual and notable incidents. The team must ensure to record all notable, unusual, important incidents & measures taken in detail. Outcome of the collection of this data to be used for program advancements and the record to be archived for future references.

8.1. Communication

9. Communication to be circulated among staff through the head of departments (Rapid Response team) to make sure the flow of correct and pre-defined information on any incident may arise in the future, precautionary measures or any other related information are communicated effectively to guests and all the other stakeholders to make sure the consistency of the alignment.
10. The team should promote key messages for the staff and guests by using various information tools:
 - (i). Promoting of hand washing
 - (ii). Respiratory hygiene
 - (iii). Basic Hygiene practices
 - (iv). Contact information of key staff personnel
 - (v). Emergency Telephone numbers

The units will put up awareness posters at appropriate places, Do's and Don'ts for Guests posters inside the rooms, and other activities for staff and guest awareness.

10.2. Training and information

The Rapid Response Team should obtain necessary training and instructions from the Concerned Authorities whenever requested. And brief on the prevailing situation and corrective measures to be taken against COVID-19 among staff, guests and all the other stake holders to enhance the preparedness.

10.3 Do's and Don'ts for the guest.

- (i) Wear a mask whenever outside the room.
- (ii) Clothes should not be washed inside the room.
- (iii) In case a balcony is shared with another room, please be on the side of your room.
- (iv) Do not interact with the other room's guests.
- (v) No visitors should be allowed in the rooms.
- (vi) Doors should be kept closed and any contact with the door knobs should be avoided.
- (vii) Kitchen and washing area entry must be prohibited for guests.
- (viii) Always keep a safe distance of at least 2 m (6 feet) while you are at the property.
- (ix) Wash your hands frequently with the soaps/sanitizers provided.
- (x) Put all disposable plates/cups/bottles after use in the garbage bag.

10.4 Do's and Don'ts for hotel staff.

- (i) Hotel staff should follow restricted movement (only in case of work) around rooms.
- (ii) Hotel staff are advised to maintain minimum 2 m(6 ft) distance with the guests and other staff members at all times.
- (iii) Hotel staff should sanitize/wash their hands regularly.
- (iv) Hotel staff should adhere to zero touch policy.
- (v) All hotel staff should wear masks all the time.

10.5. Posters

Posters should be displayed at various location for information and awareness:

- (i). Emergency helpline numbers - At the reception
- (ii). 2 m (6 feet) - Reception & other strategic places
- (iii). General Information - Reception
- (iv). Hand Washing - Reception & Inside the room
- (v). Respiratory hygiene - Reception & Inside the room
- (vi). Dos & Don'ts - At all appropriate places

10.6. Availability of COVID related amenities

Below mentioned amenities must be available at the property apart from regular hotel amenities:

- (i). Must Have
 - (a). Hand Sanitizers
 - (b). Masks
 - (c). Garbage Bags
 - (d). Chemicals for Deep cleaning
 - (e). Thermal Gun
 - (f). Hand gloves
- (ii). Good to have
 - (a). Gowns/Aprons
 - (b). Personal protective equipment (PPE)

10.7. Use of ArogyaSetu

The staff should use ArogyaSetu app for survey & same will be followed for guests during check in except in case of Foreign Nationals.

10.8. General Guidelines

COVID-19 Safety and Hygiene Guidelines for Tourism Sector

Following general guidelines must be observed by all concerned:

- (i). All hotel staff including security guards must wear masks and single use gloves mandatorily while performing their duties at the property.
- (ii). All hotel staff and guests must always maintain safe distance of at least 2m (6 feet) while at the property.
- (iii). To ensure that all hotel personnel use masks, hand gloves and sanitizers while doing daily activities, they need to be properly trained. Ground ops/ team to train the staff on this.
- (iv). A well informed and trained security person and a 24x7 security guard to keep check at the main entrance gate of the area should be available (wherever applicable).
- (v). Daily Temperature to be checked with a thermal gun thermometer for all staff members; every guest; any visitor including vendors.
- (vi). All the staff to wear shoes while operating at the property and shoes should not be opened while cleaning the property. It is advised to wear a disposable shoe cover while cleaning.
- (vii). Staff should remove the gloves properly and should not touch their face after removing the gloves. Staff to immediately wash hands after removing gloves.
- (viii). Guests to avoid using lifts and use the staircase instead. In case lift is being used, social distancing should be followed.
- (ix). Visitors to the hotels should not be allowed
- (x). CCTV cameras must be fully functional
- (xi). All touch points (like door knobs, switches, door handles, safety latches and taps etc) must be cleaned regularly with surface cleaner i.e. R2, Detergent water, Lizol . It is advised to use Sodium Hypochlorite 1% solution having at least 70% alcohol should be used to clean these touch points
- (xii). Common area cleaning checklist should be displayed at the reception and rooms cleaning checklist should be displayed inside the room on the back of the door.

10.9. Check-In Protocol for guests

COVID-19 Safety and Hygiene Guidelines for Tourism Sector

- (i). Guests must be requested to maintain a queue with 2 m (6 ft) distance between them. Standing space signs will be placed on the floor to maintain social distancing.
- (ii). Rooms should be kept ready as soon as possible to avoid any crowd at the reception and maintain minimum contact with the guest.
- (iii). Details of the guest (Travel history, medical condition etc.) along with ID and Self declaration form must be provided by the guest at the reception (for now)
- (iv). ArogyaSetu app survey will be recommended to all guests.
- (v). Interaction at reception with guests should be avoided as much as possible.
- (vi). Hand Sanitizers must be kept at the reception for guests to use. Guests to sanitize hands before & after filling relevant forms including A&D register.
- (vii). Proper records of any symptom such as cough/cold/fever should be maintained
- (viii). Self-reporting forms must be filled for International guests and A&D register must be thoroughly maintained.
- (ix). Guests should be briefed about the do's & don'ts while at the hotel.
- (x). Hotels may adopt contactless process as detailed below:
 - (a). QR code will be available at the properties, guest will Scan the QR code using his/ her mobile.
 - (b). Guest will get an online form to fill in the details (required to be filled in A&D register, travel history etc.) & option to upload the required documents through phone only.
 - (c). Once submitted by the customer, documents & details will be available instantly to the front office manager on the system
 - (d). Guest authorization will be done by:
 - (e). Guest will click on "I accept" checkbox before submitting
 - (f). Guest to get OTP on registered mobile number as soon as manager marks check-in in the system & check in confirmation is done once OTP is verified

(g) After Verification, guest will check in

10.10. Room allocation process and in-room provisions

- (i) In Case of Consumables replenishment, guests should inform the property manager/GRE.
- (ii) Reception no., PM's mobile no and other important contact details must be available in the room.

10.11. Room Service

- (i) Communication B/W guests and in-house Ops should be strictly through intercom or mobile phone.
- (ii) Any items required (Water bottle/ Toiletries/ Medicine/ Linen) should be given to guests while maintaining 1m distance & tray must be used to avoid hand contact.
- (iii) Staff should be trained again for troubleshooting normal issues like TV remote issues, geysers etc so that they can inform guests & solve accordingly on call.

10.12. Room & common area cleaning

- (i) Guest recommendations will be taken for cleaning. Daily cleaning with an option for the guest to opt out.
- (ii) Linen should be changed as per the request by the existing guest.
- (iii) In case deep or normal cleaning, housekeeping staff must wear masks before entering the room and during the cleaning process, guests should stay in the lobby near the room without touching anything.
- (iv) In Case of room cleaning after checkout, process outlined should be used.
- (v) Housekeeping Staff must wear masks or PPE (wherever applicable) while clean/ deep cleaning the room.
- (vi) Each guest bathrooms may be equipped with WC- brush set.
- (vii) Staff must sanitize their hands or wash their hands with soap before & after the cleaning process.

COVID-19 Safety and Hygiene Guidelines for Tourism Sector

Area/Item	Item/Equipment	Frequency	Method/procedure
General Cleaning	R2/Detergent & Warm Water, Disinfectant	Twice a day	<ul style="list-style-type: none"> • Scrub floors with hot water & detergent using minimal water • Clean with plain water • Allow to dry & MOP with disinfectant
Lockers, Tables, Cupboard, Wardrobes	Damp Duster with disinfectant	Daily	<ul style="list-style-type: none"> • Damp dust with regular disinfectants
Railings	Detergent/ Sanitizer-hot water, Disinfectant	Twice a day	<ul style="list-style-type: none"> • Damp dust with warm water & detergent followed by disinfection
Mirrors & Glass	Warm water/Detergent water/Cleaning solution damp cloth wiper	Daily	<ul style="list-style-type: none"> • Using warm water & a small quantity of detergent & using a damp cloth, wipe over the mirror, then using dry cloth buff the mirror & glass to a clean dry finish
Furniture & Fittings	Disinfectant, Duster	Daily	<ul style="list-style-type: none"> • Using disinfectant damp dust furniture & fittings, including chairs, stools, beds, tables etc.
Light Switches/Over bed lights	Disinfectant, Duster	Daily	<ul style="list-style-type: none"> • Light switches to be cleaned of dust, spots & finger marks, clean with a damp cloth

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			<ul style="list-style-type: none"> • Over bed lighting to be damp dusted, clean with damp cloth
Toilet Pot/Commode	R1/Soap powder, Long handle angular brush	Whenever required	<ul style="list-style-type: none"> • Inside Of toilet pot/commode • Scrub with the R1/soap powder & angular brush • Clean with R1/soap powder & scrubber
Toilet Floor /Sink	R1/Soap powder, scrubbing brush	Whenever required	<ul style="list-style-type: none"> • Scrub with soap powder & the scrubbing brush • Wash with water
Taps & Fittings/ Shower area	Warm water, Detergent powder, Nylon scrubber	Whenever required	<ul style="list-style-type: none"> • Wipe over taps & fittings with a damp cloth & detergent • Care should be taken to clean the underside of taps & fittings

10.13. Food Service

- (i). Food must continue to be prepared inside the hotel kitchen wherever the hotel has a kitchen.
- (ii). In case the kitchen is not present on the property, the hotel operator/ owner should continue to get meal supplies from existing vendors.
- (iii). It is advised to use disposable cutlery at the hotel for all purposes and used disposable cutlery must be kept in garbage bags. In case of non-disposable cutlery, used plates and cutlery to be kept outside the room.

10.14. Checkout Protocol

- (i). Guests should inform at the reception an hour before the check out.

COVID-19 Safety and Hygiene Guidelines for Tourism Sector

- (ii). Guests should only check out once he is confirmed by the reception.
- (iii). Guests should be informed about the payment to be made in advance and the guests may be requested to make the payment via digital mode as much as possible.
- (iv). Management to call the police station if it is a statutory requirement.
- (v). Post check Out rooms to be cleaned and clean linen and towel to be provided.
- (vi). Linen must be changed after every checkout and for longer stays as per the request by the guest.

10.15. Linen count, allocation & cleaning SOP

- (i). Sufficient linen to be mandatorily available at the property
- (ii). Housekeeping staff should use masks and hand gloves while handling used linen and should be kept in a separate place.
- (iii). Laundry services must continue in an existing manner

10.16. Garbage Disposal

- (i). The garbage needs to be disposed as - dry, wet, glass, biodegradable.
- (ii). PPE's like gloves, masks etc. to be segregated or disposed separately.

10.17. Staff & Guest training

- (i). All the staff including the security guard should be properly briefed about the processes and a drill regarding the same must be put in place.
- (ii). Awareness and emergency posters must to be placed inside the rooms
- (iii). Hub trainers/Ground team / Training managers / officials as appropriate to train the hotel staff if needed.

10.18. Protocol for handling suspected & COVID positive guests

Ministry of Health and Family Welfare : SOP For handling Suspected & Covid positive cases

10.19. During Check-in (if guest is sneezing or coughing)

COVID-19 Safety and Hygiene Guidelines for Tourism Sector

- (i). Do not deny Check-in
- (ii). Maintain a safe distance of 6 feet from the guest.
- (iii). Encourage guests to sanitize their hands/ wash hands with soap.
- (iv). Offer medical assistance to the guest.
- (v). Keep a watch over the health condition of the guest (call him on the extension and check his well-being, offer medical assistance)
- (vi). Deep clean the reception areas with a disinfectant

10.20. If illness persists

- (i). Room should be locked and the entire floor, reception and all common areas to be deep cleaned and fumigated
- (ii). Linen and other items must be washed separately.
- (iii). Call the Corona helpline number
- (iv). In case suspected guests flee/ not traceable, inform the police immediately.
- (v). In case any guest has symptoms pertaining to Covid -19 virus like cough, cold, fever, breathing difficulty etc., following safeguard measures are required to be adopted:
 - a. Immediately provide surgical mask to the guest.
 - b. Check guest travel history to affected area or contact with affected person
 - c. Provide hand sanitizer, and advice the guest to stay in the room (surgical mask should be worn by the guest at all times)
 - d. Ensure the staff is always wearing masks while interacting with the guests
 - e. Ensure the person does not come in contact with others. Ask them to maintain a distance of at least 1m from other people
 - f. Maintain empathy with the guest / guests.
 - g. Ensure guest is sent back to their room.
 - h. Immediately inform the nearest medical facility (hospital/clinic) or call 23978046.
 - i. Ensure that the guest is taken to the nearest medical facility.

10.21. Protocol for Repair and Maintenance

- (i). Rooms to be audited for Repair & Maintenance after checkout.
- (ii). Staff should get on a video call with the guest to better understand the issue or assist the guest. In case it is not possible because of any reason (guest does not have video phone or guest is not well enough) only then staff should go to room and check for the issue.
- (iii). Maintenance personnel to wear hand gloves and masks while doing the services inside the room. Guests are advised to stay outside the room.

10.22. Protocol to have additional Information about the guests

In some cases, experience has shown that It becomes essential to trace the location of the guests even after their departure Hence, the accommodation units are advised to devise a new information system/format and keep the same in an easily accessible form to enable concerned authorities to trace the guests, if required in future.

- (i). Date
- (ii). Name
- (iii). Age
- (iv). Sex
- (v). Mob number
- (vi). Email id
- (vii). Nationality
- (viii). Permanent address
- (ix). Coming from (with details of destination and route)
- (x). Going to (with details of destination and route)
- (xi). Arrival date and time
- (xii). Departure date and time
- (xiii). Room no./ Floor no.
- (xiv). Signature
- (xv). Purpose of the visit
- (xvi). Check out time
- (xvii). Valid ID proof
- (xviii). Logs of transaction
- (xix). Travel history
- (xx). Self-declaration form

11. Restaurants

To ensure that visitors feel safe while eating out, restaurants need to take several measures to make them feel comfortable and at ease post lockdown.

- Diners would be greeted by waiters wearing gloves and masks
- Two-meters table distance would be a norm in coming days
- Only families coming in a group will be sharing tables

- Restaurants carrying out sensitivity training across teams

Diners are set to be greeted by waiters wearing gloves and masks, sanitization bottles at the entrance and far fewer tables in restaurants. Only people from same family coming in group would be sharing the tables. Others would sit at a distance of about two metres which is going to be the norm post lockdown. Further, waiters would be directed to bring food but not serve at the tables.

All the tables are to be cleaned with sanitizers and chlorinated water. All crockery & cutlery is washed in dish-washers with effective soap solutions where water temperature is as high as 80 degrees. Random swab tests of surfaces and kitchen. The tests are not to test individuals for coronavirus but to check overall level of hygiene and cleanliness.

11.1. Protocols obligatory for a Restaurant/Eating Outlet

- (i). Provide safe, sanitized and clinically clean environment to the visitors and staff
- (ii). All machine touch points, operating panels, seats, covers, Toolbox etc. requiring human touch should be sanitized at an hourly frequency with effective sanitizers.
- (iii). Respiratory hygiene posters to be displayed at prominent places in the premises.
- (iv). To reduce the seating capacity minimum by a 2/3rd and change the seating style in order to maintain social distancing.
- (v). To acquaint itself with the latest guidelines issued by various Authorities for prevention and precaution.
- (vi). To maximize the use of technology to reduce human contact.
- (vii). Regular and increased health checkups of staff to monitor the following symptoms:
 - a. Fever / Temperature Check
 - b. Cough (Dry & Wet)
 - c. Shortness of breath / Breathing difficulties

11.2. Personal Protective Equipment (PPE) for use by staff:

- (i). Good quality disposable Hand Gloves (Fresh gloves to be used for every new guest)
- (ii). Three layered masks with synthetic outer layer/ N 95 masks.
- (iii). Long gowns, eye goggles or face shield.
- (iv). PPEs should be discarded in a plastic bag, sealed and labelled as infectious waste.

11.3. Social Distancing Norms

Minimize physical contacts between two persons. Minimum distance to be maintained is 1 meter. To do this, Restaurants to do the following.

- (i). Optimize employees in production area at any given point of time by creating physical barriers or use proper face shield if not able to reduce manpower
- (ii). Stagger work stations, food preparation area etc
- (iii). Review/Reduce/revise the speed of production lines considering social distancing.
- (iv). Review shift arrangements depend on the above.
- (v). Limit number of people who are not required e.g Drivers, helpers etc
- (vi). Use spacing measures like stickers, tapes, markers to maintain the distance at all the places.
- (vii). Prohibit sharing of lockers or uniform or any common item such as pens etc
- (viii). Food delivery personnel should leave the packet at 1 meter distance at customer's door. DO NOT handover the food packet directly to the customer.
- (ix). Takeaways to be encouraged, instead of Dine-In.
- (x). Face - To- Face meetings are restricted as much possible. Management to decide on who can do Work from home and who needs to be in factory.

11.4. Cleaning and Sanitation Norms for Restaurants

- (i). Following Food establishments shall be cleaned with appropriate cleaning solution such as soap and water (preferably hot water) followed by disinfection (using freshly prepared 1% hypochlorite solution or equivalent).
- (ii). food preparation/ production area, stores, packaging area, service area, waste disposal area, office space, transport vehicle, toilets and washrooms
- (iii). Clean Equipment, containers, utensils, cutlery, etc. thoroughly with cleaning solution and water. Use of hot water (above 60o C) is recommended. After cleaning, sanitation using Alcohol/Quaternary ammonium compound is recommended.

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High Touch Points	Method and Frequency
Elevator buttons, handrails / handles and call buttons, escalator handrails, public counters, intercom systems, equipment like telephone, printers/scanners, and other office machines, table tops, chair handles, pens, diary files, keyboards, mouse, mouse pad, tea/coffee dispensing machines, etc.	Cleaned twice daily by mopping with a linen/absorbable cloth soaked in 1% sodium hypochlorite
Metallic surfaces like door handles, security locks, handles of baskets/carts, display racks (where bleach is not suitable)	70 % alcohol
Hand sanitizing stations at the entry and near high contact surfaces.	Cleaned at least twice in a shift. Sanitized with 1% sodium hypochlorite
Toilets and Washrooms	After every shift using water and detergent, followed by 1% sodium hypochlorite.
Area of two meters around the person who has coughed	Vacated immediately, thoroughly cleaned and disinfected with freshly prepared 1 % hypochlorite solution
All cleaning equipment, cloth, mops, reusable protective gear such as boots, gloves	Cleaned thoroughly before use & after use. Sanitize where required.

Step 1	Preparation	<ul style="list-style-type: none"> Remove loose dirt and food particles. Rinse with warm, potable water.
Step 2	Cleaning	<ul style="list-style-type: none"> Wash with hot water (60 °C) and detergent. Rinse with clean potable water.
Step 3	Sanitising	<ul style="list-style-type: none"> Treat with very hot, clean, potable water (75 °C) for at least 2 minutes.
Step 4	Air Drying	<ul style="list-style-type: none"> Leave benches, counters and equipment to air dry.

		<ul style="list-style-type: none"> The most hygienic way to dry equipment is in a draining rack.
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11.5. Categories of Sanitizers

Type	Use	Frequency
Chlorine	Perishable products	Always (for food to be consumed raw)
	Food contact surfaces	After use
Quaternary Methyl Butyric Acid (QMBA)	Food contact surfaces	After use
70% alcohol based	Hand Sanitisation	As and when required
	Common touch points and food contact surface	Frequent or after each use
<p>Note: - Cleaning process should be followed by disinfection.</p> <ul style="list-style-type: none"> Use chemicals as per the direction provided by the manufacturers. There are more chemical based disinfectants available; this is just a suggestive list. 		

11.6. Food Transportation

- (i). Train the drivers, loaders and other staff about the COVID-19 infection symptoms and measures for prevention
- (ii). Clean & Sanitize Delivery/transport vehicles regularly. Use vehicle only for food deliveries /distribution.
- (iii). Anyone displaying flu like symptoms to avoid handling / transporting / delivering food.
- (iv). Drivers, loaders and other staff to maintain high standards of personal hygiene.
- (v). Hand washing material and Sanitizer bottle to be fixed in driver cabin.
- (vi). Face covers to be worn at all times.
- (vii). Avoid use of public toilets and crowded places during the breaks.
- (viii). If a vehicle enters an area marked as a COVID-19 hotspot, then the vehicle shall be thoroughly cleaned and disinfected before use.
- (ix). Maintain relevant records.

11.7. Food Packaging

- (i). The retention time on surface varies from 4 hrs to 5 days.
- (ii). Cleaning, Sanitizing, Disinfection measures are to be adopted to ensure that food packaging is kept clean and away from sources of contamination

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Corona Virus Average Retention Time	
On Copper	4 Hrs
On Aluminium	2-8 Hrs
On Cardboard	24 Hrs
On Stainless Steel	2-3 Days
On Plastics	2-3 Days
On Wood	4 Days
On Paper, Glass (upto)	5 Days
On Ceramics	5 Days
On Metal	5 Days

11.8. Protocols to limit the movements of Guests In Restaurant/Eating outlet

11.9. Guest Service Standards

Guests are encouraged to make prior reservations before going to the restaurant to avoid crowding. Guests to be seated in a designated waiting area with norms of social distancing in case of waiting.

- (i). Masks and gloves to be kept in spare for use of the guests at the reservation desk of the restaurant.
- (ii). Hand sanitizer (in bottles) to be placed at the entrance and other areas such as washrooms & to remind the guests before entering and while leaving to sanitize their hands.
- (iii). To reduce the seating capacity minimum by a 2/3rd and change the seating style in order to maintain social distancing.

11.10. Pre-Arrival

- (i). Complete details of number of persons to be taken in advance and seating to be accordingly arranged by maintaining the social distancing norms.
- (ii). Guest to request not to exceed in pre informed numbers and any sort of deviation in number of persons be informed well in advance.
- (iii). Guests to be requested to carry their own Face Mask, Hand Gloves and Instant Hand Wash etc.
- (iv). Guests also to be requested to have ArogyaSetu App Installed in their mobile phone.
- (v). Guests to be requested not to carry any item directly bought from outside like gifts etc.
- (vi). Guests to be requested to use safe and sanitized vehicles for travel.

11.11. Arrival

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- (i). All guests are screened for any symptoms before entering the premises.
- (ii). Guest with body temperature of 98.6° F or more should be politely asked to return or directed to a designated hospital, which would be a precondition at the time of accepting booking.
- (iii). The AarogyaSetu App status of every guest is checked for allowing entry.
- (iv). No manual frisking of guests at the entry wherever possible. Frisking shall be through DFMD, HHMD, etc.
- (v). The gate to be opened by attendant
- (vi). Guests are directed to sanitize the hands before proceeding for seating area. To place hand sanitizers at the entrance and other areas such as washrooms.
- (vii). To remind the guests before entering and while leaving to sanitize their hands.
- (viii). Guests are provided with necessary PPEs like hand gloves and face masks (in case they are not carrying their own) to ensure safety of other guests and staff.
- (ix). Markings on the floor to be done to maintain Social Distance, wherever required.
- (x). Tables to families or a group to be allocated strategically to ensure non contamination to other guests/areas.
- (xi). For Restaurant dining entry inside restaurant to be limited to seating capacity available considering norms of social distancing. Extra guests to be seated in a designated waiting area with norms of social distancing.

11.12. Dining

- (i). The entire service of the guests is done by service staff donning PPEs.
- (ii). Only bottled water where outer side of the bottle is disinfected to be used for providing water to guests.
- (iii). Disposable menus to be used to reduce the chances of transference of virus. Instead of cloth napkins, use of good quality disposable paper napkins to be encouraged.
- (iv). Only cooked food to be included in the menu and to avoid inclusion of raw or cold food like salads etc.
- (v). Guest service areas shall be thoroughly cleaned and disinfected before and after every shift. The furniture and fixtures of the restaurant like tables, chairs, workstations, buffet tables, linen etc. to be thoroughly cleaned with disinfectants on daily basis.
- (vi). Buffet service to be avoided in near future. In case of buffet trained service staff to serve the food from buffet.
- (vii). Pre-plated dishes to be encouraged in the menu wherever possible. Silver Service may also be done provided service staff wears the PPEs.
- (viii). Only designated staff to serve the food on a particular table.

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- (ix). Name badges of staff to be printed in larger fonts for identification from a farther distance.
- (x). The crockery, cutlery, hollowware and service ware etc. be washed with hot water and food grade/ approved disinfectants.
- (xi). The service equipment to be segregated and stored in sanitized cupboards.
- (xii). Use different types of warmers to keep the food and crockery on warm temperature.
- (xiii). The soiled dishes to be immediately taken to dishwashing area and not left on side boards. The leftover food be discarded in the designated bins with lids. The garbage should be disposed of on daily basis.
- (xiv). HACCP/ISO/FSSAI standards to be followed for cleanliness of F&B material and hygiene.
- (xv). E-payments to be encouraged to avoid touching the debit/credit cards of guests.
- (xvi). Cashiers to disinfect hands after every settlement thru cash or cards.

11.13. Bar Safety Measures

- (i). Bar counter and stools to be sanitized properly. Bar equipment like shakers, blenders, mixers and peg measurers to be cleaned.
- (ii). Ice container trolley to be washed and sanitized.
- (iii). All the bottles of spirits, wines and beers to be sanitized with food grade disinfectant.
- (iv). All the glassware to be cleaned with hot water and lemon.
- (v). To follow FSSAI guidelines by marking dates on recently opened beverages.

11.14. Kitchen/ Food Preparation Area:

- (i). Operational kitchens must be sanitized at regular intervals.
- (ii). Kitchens to plan social distancing (3 zones in kitchen: 1. Range Critical 2. Non-Range Critical 3. Pre-Preparation area).
- (iii). Work tables to be realigned in such a manner that staff do not face each other and also maintain social distance.
- (iv). Staff to wear PPEs like face masks, chef caps/net caps, face shield.
- (v). Using 100ppm chlorine for non veg and 50 ppm chlorine for veg items for sanitizing. In case of any other directive from authorities same to be followed.
- (vi). Strict adherence to HACCP/ISO/FSSAI norms and guidelines for sanitization and hygiene in receiving, storing, and cooking of food items.
- (vii). Limit the number of staff to the minimum required; staff can be organized into teams to reduce interactions between teams
- (viii). All staff should wear disposable masks, gloves, hair nets and all other safety gear

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- (ix). Run limited menus and ramp-up in a phased manner
- (x). The menus may be tweaked to include more options of cooked food rather than raw food
- (xi). Ensure proper cleaning of vegetables, meats and all other materials that are required in the kitchens; use approved sanitizing agents to disinfect
- (xii). Ensure all tools get sanitized after each use
- (xiii). It would be useful to use an Autoclave machine for all cooking equipment, ladles etc.
- (xiv). Even with proper hand washing, food workers should use a barrier such as tongs, gloves or utensils to prevent direct hand contact with food. The virus is likely to be inactivated by proper cooking temperature, it is important to use gloves or other barriers to prevent touching food that will not be fully cooked.
- (xv). No ready-to-eat food items shall be left open and shall be kept covered.
- (xvi). Health Food to be given priority as it would gain more importance with a large part of audience to boost immunity, welcome drinks to be immunity boosters like Hot lemon water with raw honey etc.
- (xvii). Immunity boosting spices and herbs can be a promotional aspect.
- (xviii). When changing your normal food preparation procedures, service, delivery functions, or making staffing changes, apply procedures that ensure:
- (xix). Cooked foods reach the proper internal temperatures prior to service or cooling.
 - (a). Hot foods are cooled rapidly for later use - check temperatures of foods being cooled in refrigerators or by rapid cooling techniques such as ice baths and cooling wands.
 - (b). The time foods being stored, displayed, or delivered are held in the danger zone (between 41°F and 135°F) is minimized.
- (xx). Proper training for food employees with new or altered duties and that they apply the training according to established procedures.
- (xxi). Keep hot foods hot and cold foods cold by storing in appropriate transport vessels.
 - (a). Keep cold foods cold by keeping enough coolant materials, e.g., gel packs.
 - (b). Keep hot foods hot by ensuring insulated cases are properly functioning.
- (xxii). Keep foods separated to avoid cross contamination, e.g., keeping raw foods separated from cooked and ready-to-eat foods.
- (xxiii). Ensure that any wrapping and packaging used for food transport is done so that contamination of the food is prevented.

11.15. Back Areas For Staff

- (i). Do not compromise on Social Distancing.

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- (ii). Do not use face reading or thumb impression machine for attendance.
- (iii). Encourage the administration staff to work from home wherever possible to reduce assembling of people.
- (iv). Timings of staff canteen, lockers, changing rooms etc. to be strategically designed to reduce assembly of people.
- (v). Promote staff to use their own vehicle for transport rather than depending on public/hotel transport.

11.16. Employee Transport

- (i) Screen the staff for temperature and other symptoms before boarding the vehicle.
- (ii). To provide organization's transport in the event public transport is not available or is overcrowded violating the social distancing norms.
- (iii). Efforts must be made to reduce the presence of staff to minimum required, keeping in mind the number of covers.

11.17. Clock-in

- (i). Request all staff to remain at home under medical supervision in case they are sick and have any symptoms of flu.
- (ii). Alternate methods to be devised for staff to mark attendance at the hotel; could use QR code method
- (iii). Temperature check for all employee on clocking into the premises of the hotel
- (iv). Staff having a body temperature more than 98.6° F should be asked to return home

11.18. Employee Uniform

- (i). Uniform exchange daily should be the norm
- (ii). Uniforms will need to be sanitized properly; steam press or heat iron can be used
- (iii). Staff will be given PPE kits as part of the uniform across all departments
- (iv). Ensure that staff are maintaining Social Distancing during uniform exchange

11.19. Employee Dining

Staff meals should be planned in such a manner that social distancing norms could be maintained.

11.20. Employee Training

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- (i). Training Department should conduct sensitization classes for staff on upgraded hygiene standards; they can also have visiting faculty to update staff on standards
- (ii). Employees must be well-informed about all COVID related operating SOPs

12. B&B/Homestay Establishments

Various B&B and Homestay establishments shall follow the following guidelines.

12.1. Essential Amenities

An B&B/Homestay Establishment must have a Thermal Gun, Hand Sanitizers, Hand Gloves and Masks which should be available in the Reception Area itself.

12.2. Guidelines for Staff

Wearing Mask & Hand Gloves are mandatory while on duty inside the property. Temperature should be checked by Thermal Gun for all staff members & Guests on daily basis. Visitors to the B&B/Homestay Establishment should not be encouraged. Staff must use tray to avoid hand contact while serving water bottle/toiletries/medicines/food etc. maintaining 1 meter distance.

12.3. Check-in Process

Detail of the guest should also contain his/her Travel History & Medical Condition for which a separate Self-Declaration form should be provided. A file should also be maintained apart from the Guest Register to keep those Self-Declarations. 2 m distance markings at the reception area should be done for guests to stand during check in process.

12.4. Arogya Setu Application

Entire staff of an IIB&B/Homestay Establishment to have ArogyaSetu App for survey and same will be followed for guests during check in.

12.5. Cleaning of Guest Rooms

Cleaning of Guest Room is mandatory on daily basis. Linen must be changed after every Check-out and in the event of longer stay, it should be as per the request of the guest. All touch points must be cleaned with proper disinfectant (Sodium Hypochlorite). Staff must sanitize or wash hands with Soap after every cleaning process.

12.6. General Cleaning with proper disinfectant (Sodium Hypochlorite):

Mopping of floor twice a day is mandatory. After every Check-out, tables, cup-boards, wardrobes, lockers, light switches, Mirrors, electronic devices or any other item which a guest may touch during his/her stay, should be cleaned properly.

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12.7. Food Service

Breakfast should be prepared in Kitchen where Guest should not be allowed at all. It is advisable to use disposable cutlery for all purposes which must be kept inside a garbage bag. In case of non-disposable cutlery, it should be kept outside the room.

12.8. Posters

Posters containing awareness about Covid-19, 6 ft distancing, respiratory hygiene and general cleanliness should be displayed at various strategic points inside the property. It should also contain the Do's & Don'ts for Guests, important phone numbers such as Police, Hospitals, Doctors on Call, Emergency Helpline etc.

12.9. Do's and Don'ts for the guest:

- (i) Clothes should not be washed inside the room.
- (ii) In case a balcony is shared with another room, please be on the side of your room. Do not interact with the other rooms guests.
- (iii) No visitors should be allowed in the rooms.
- (iv) Doors should be kept closed and any contact with the door knobs should be avoided by staff
- (v) Kitchen and washing area entry must be prohibited for guests
- (vi) Always keep a safe distance of at least 2m (6feet) while you are at the property.
- (vii) Wash your hands frequently with the soaps/sanitizers provided.
- (viii) Put all disposable plates/cups/bottles after use in the garbage bag.

12.10 During Check-in (if guest is sneezing or coughing)

- (i) Do not deny Check-in
- (ii) Maintain a safe distance of 6 feet from the guest.
- (iii) Encourage guests to sanitize their hand/wash hands with soap.
- (iv) Offer medical assistance to the guest.
- (v) Keep a watch over the health condition of the guest (call him on the extension and check his well-being, offer medical assistance)
- (vi) Deep clean the reception areas with a disinfectant.

12.11. If illness persists

- (i). Room should be locked and the entire floor, reception and all common areas to be deep cleaned and fumigated
- (ii). Linen and other items must be washed separately.
- (iii). Call the Corona helpline number
- (iv). In case suspected guests flee/ not traceable, inform the police immediately.

12.12. Check-out Protocol

Guest should inform at reception using intercom or personal mobile, an hour before the check-out. Digital mode of payment should be encouraged for which QR code must be displayed at a prominent place. In case of payment through internet banking the bank details should also be displayed in the reception area.

12.13. Protocol to have additional information about the guests:

In some cases, experience has shown that it becomes essential to trace the location of the guests even after their departure. Hence, the accommodation units are advised to devise a new information system/format and keep the same in an easily accessible form to enable concerned authorities to trace the guests, if required in future.

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Additional SOP's for operation of Tourism Units
(In continuation of earlier SOP's issued vide letter dated 09-06-2020)

1.	Advisory for tourists entering the State	<ul style="list-style-type: none"> a) Tourists shall get themselves registered on covidpass.hp.gov.in at least 48 hrs. before visiting Himachal under tourist category. b) Every tourist must have been tested not more than 72 hours prior to entering the State of H.P. and carry COVID TEST CERTIFICATE (RT-PCR test based report) issued by ICMR authorized/certified lab with negative report. c) Must have downloaded Aarogya Setu App. d) Must go through thermal Screening at Tourism unit reception before check in. e) At the State entry point the Distt. Administration will check the medical report, registration on covidpass.hp.gov.in, Arogya Setu app and confirm booking for at least 5 days in a registered tourism unit of IIP and again at the <u>unit</u>, the Unit staff will also check the above documents.
2.	Precautions for way side amenities.	<ul style="list-style-type: none"> a) Every way side food outlets staff shall be given training regarding precautions/sanitization etc. by the owner. b) The staff must download Arogya Setu app. c) The signage highlighting Do's & Dont's shall be displayed at every food outlet. d) Packed food take away counter shall be mandatory. e) The take away counter shall have glass on the front to avoid contact with the tourist. (On the pattern of Railway booking Counters.) f) All the packed food shall be packed in bio degradable disposable packets. g) The toilets at the outlets shall be regularly sanitized. h) Hand sanitizer shall be available at the entrance and on the counter. i) The staff must use mask & disposable gloves and must follow all other guidelines issued by Ministry of Health and Family Welfare. j) Provision of digital payments be encouraged. k) Public toilets on the way shall be disinfected regularly. l) The Designated Way side amenities centre/areas shall be approved by the District Administration/Tourism Department. m) Tourists while travelling on the highways be allowed to halt only at designated way side amenities and refreshment centre/Areas.

		<p>n) Spitting and littering is strictly prohibited.</p> <p>o) The tourists shall put garbage in dustbins.</p>
3.	Precautions required to be taken for taxi service.	<p>a) Taxi must not carry more than authorised capacity as per registration certificate.</p> <p>b) The Taxi driver must wear face mask, disposable gloves, and cap.</p> <p>c) It shall be mandatory to keep Garbage disposal bags, Sanitizer in the cab.</p> <p>d) Must follow all other guidelines issued by the Transport Department & Ministry of Health And Family Welfare.</p> <p>e) The taxi Driver must have downloaded Aarogya Setu app.</p> <p>f) The cab shall be sanitized regularly and after every time the cab is used by tourists.</p> <p>g) For all the payments of cabs, digital mode of payment shall be encouraged.</p>
4.	Precautions required for sightseeing places and Measures to reduce density of tourists on one particular sightseeing place.	<p>a) The booking of activities at amusement & adventure parks, water sports activities and other tourist activities available at particular sightseeing may be made available online.</p> <p>b) The entry tickets for museums, parks, Historic monuments, Bird Sanctuary, Zoo may also be made available on line according to the capacity.</p> <p>c) Need to publicize sightseeing places in and around each destination to enable the tourist to choose the sightseeing place of his interest.</p> <p>d) Spitting and littering shall not be allowed & it shall be mandatory to put signage at every sightseeing place highlighting "spitting is not allowed".</p> <p>e) The staff of amusement & adventure parks, water sport activates unit and Restaurants/fast foods/other Eateries available at the sight seeing places shall be given training regarding precautions/sanitization.</p>
5.	Measures required to be taken by photographers.	<p>a) Photography shall not be allowed with costume changing.</p> <p>b) The Photographer must use face mask, disposable gloves, and caps and must have a sanitizer.</p> <p>c) The Photographer must sanitize his hands regularly.</p> <p>d) The photographer may try to have provision of accepting payments through digital mode.</p>
6.	SOPs for Water Sports Activities	<p>a) Raft, boats, jet ski, paddle boats life jackets , helmets, paddle, and all other equipments used for water activities should be sanitized after every use.</p>

		<ul style="list-style-type: none"> b) All the staff must have downloaded Aarogya Setu app. c) There should be a provision of hand sanitizer for the use of tourists. d) The staff of water sports and adventure sports should be given training regarding precautions/sanitization. e) Boats/Rafts are allowed only with 60 % of approved capacity. f) For paddle boats only two persons instead of four and one boat guide will be allowed. g) The boat guide must use mask, disposable gloves, and caps. h) All the tourists must go through thermal Screening. Tourist must wear gloves, face mask before boarding the boat/raft etc. and at all times. i) The adventure activity operator must have the arrangement for sanitizing the hands. j) The staff of water sport activates and Restaurants/fast foods/other Eateries available at the water sports units should be given training regarding precautions/sanitization. k) The social distance norms should be maintained at the water spots units and sites.
7.	Adventure parks	<ul style="list-style-type: none"> a) All the rides should be sanitized every day and after every use. b) All the rides should carry 60 % of the total capacity of the ride. c) Guides must wear gloves and masks d) Sanitizers should be available near every ride. e) Before entrance every tourist should go through thermal screening f) While standing in queue social distancing should be maintained. g) Sanitizer should be available at the booking counter. h) Tourist must wear gloves, mask before boarding the ride. i) The staff of adventure parks/ unit and Restaurants/fast foods/other Eateries available at the adventure park should be given training regarding precautions/sanitization. j) Social distance norms should be maintained at the adventure parks and sites. k) All the staff must have downloaded Aarogya Setu app.

8.	Paragliding.	<ul style="list-style-type: none"> a) Equipment should be sanitized after every use. b) Hand sanitizer should be available c) The staff involved in paragliding should be given training regarding precautions d) The social distance norms should be maintained at the paragliding sites. e) All the staff must have downloaded Aarogya Setu app.
9.	Banqueting	<ul style="list-style-type: none"> a) A total of maximum fifty guests will be allowed in a family/social function. b) All guests shall use face masks at all times except during eating/drinking. c) All social distancing norms shall be followed as mandated by MOHFW. d) The kitchen/service shall follow earlier issued SOP's pertinent to Hotels/Restaurants.

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