

COVID-19

Good health practice guide

FOR HOSPITALITY PROFESSIONALS

Cafes, Hotels, Restaurants in Madagascar



JUNE 2020



EDITORIAL

Stopping the coronavirus from spreading is everyone's business if we want to safeguard our source of income and business, whether we are hoteliers, restaurant owners or tourist trade players in Madagascar.

Let's all pull together to keep our local or overseas customers coming back. Reassure your employees about prevention and be proactive, as they play an important role in limiting the spread of the virus. So it is important to raise their awareness and train them properly in the health and safety measures to put in place.

This health guide has been drawn up by professional organizations representing the travel agency and tour operator sector so that companies have the health instructions needed to carry on business while safeguarding the health and safety of all their staff. This health protocol is intended to be applied for the duration of the covid-19 epidemic, and may change according to government instructions.



A HEALTH GUIDE FOR GETTING BACK TO BUSINESS IN THE BEST CONDITIONS



Reassure employees

By proving that appropriate health practices are being applied



Reassure customers

With a guide available in hotels and restaurants and on official websites



Standardize practice

Via a common standard jointly developed with the industry and local authorities

In this guide you will find:

- The essential health measures that must be put in place
- Recommendations: criteria strongly recommended to back up the mandatory measures

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COVID-19 : WHAT YOU NEED TO KNOW

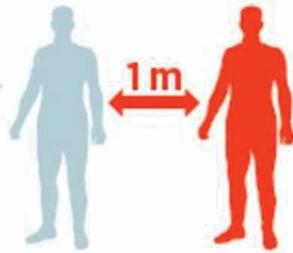
1 | What are the risks of getting infected with Covid-19?

How you catch it

Through the air

Via **droplets** from an infected person who **coughs or sneezes**.

Minimum safe distance from an infected person:



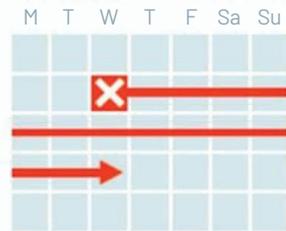
From contact

By touching your **eyes, mouth, or nose** with your **hands** after coming into contact with a **contaminated surface**

Incubation time

14
days

after the last risky contact



2 | What are the symptoms of Covid-19?

Symptoms

Headache

Fatigue

Cough

Aches

Difficulty breathing



Watch out for infection symptoms : breathing difficulties, temperature of 38°C or more, chills, severe fatigue, unusual muscle pain, headache.

EMERGENCY NUMBERS 910 or 911



I have symptoms
(cough, fever)

I have a cough
and/or fever

I have a cough and a fever.
I am having trouble
breathing and/or
I am unwell

• I call a doctor

• I stay at my home
and isolate myself.

I call 910

COVID-19 : WHAT YOU NEED TO KNOW

3 | What protective measures are there?

- Thoroughly wash your hands regularly (every hour) for at least 40 seconds with soap and water, if you can't wash with soap and water, use a disinfectant or hand sanitising gel containing at least 60% alcohol;
- Cough into your elbow;
- Avoid touching your face;
- Avoid contact with sick people;
- Stay at home if you have flu-like symptoms (fever, cough, headache, body aches, etc) ;
- Avoid shaking hands and hugging;
- Keep at least 1 metre away from people;
- Wear a face mask at work at all times. (The mask should cover your mouth and nose to prevent contamination when breathing in case there are virus particles in the air).

CORONAVIRUS, TO PROTECT YOURSELF AND OTHERS



Wash your hands
very often



Cough or sneeze
into your elbow
or a tissue



Use a disposable
tissue and throw
it away

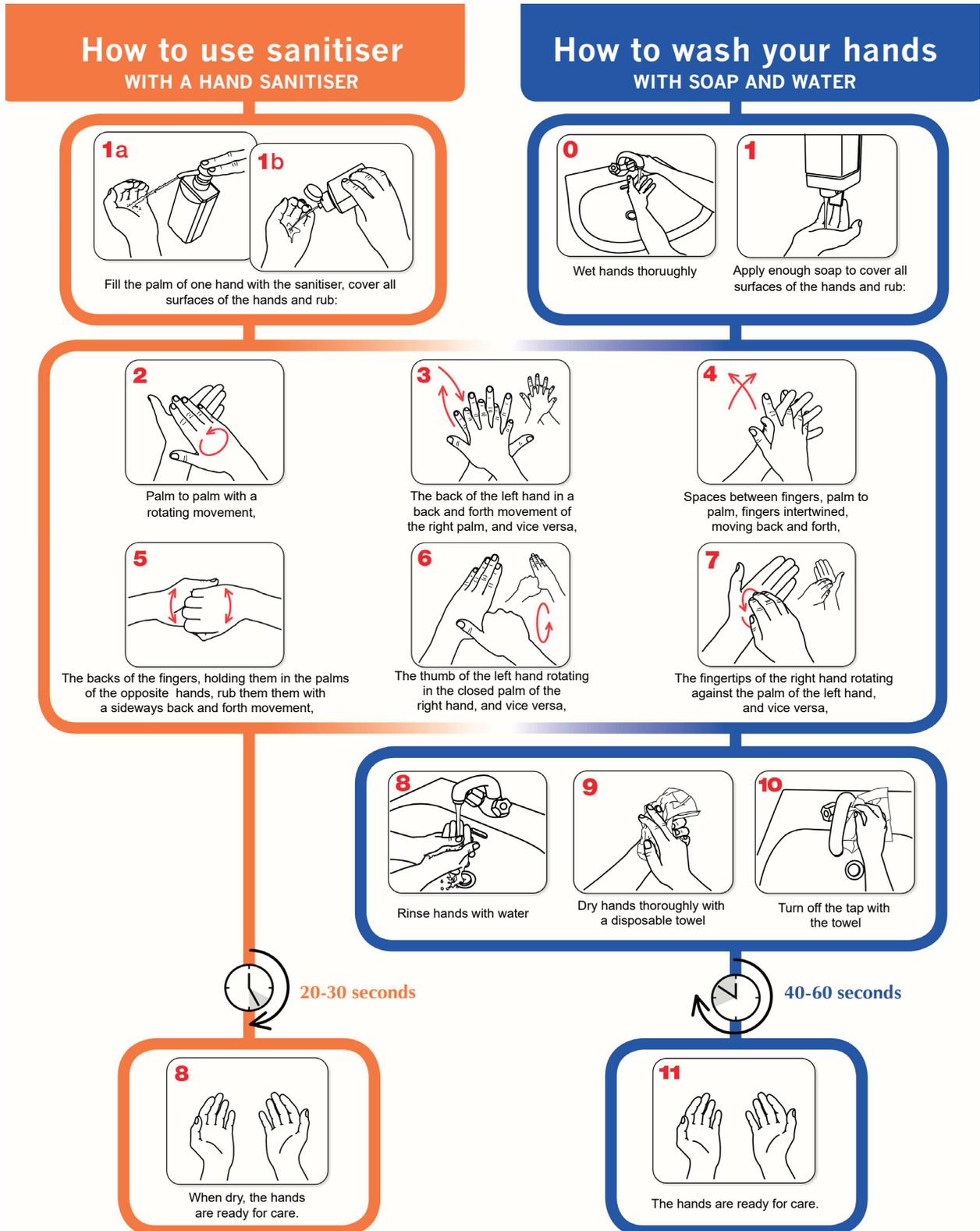


Greet people
without shaking
hands, avoid hugs

CORE GUIDANCE FOR ALL WORKERS

4 | How to wash your hands

Wash hands with soap and water when they are obviously dirty, or rub them with hand sanitiser:



CORE GUIDANCE FOR ALL WORKERS

5 | How to put on, wear and take off a face mask

You don't have to wear certified masks. Masks can be washable and homemade provided they comply with AFNOR standards.

How to wear your mask

-  Hand rubbing with sanitiser or washing with soap and water
-  Take the mask, place the stiff edge at the top and the brand name or coloured side on the outside. Place it on your face holding it by the upper strings
-  Tie the upper strings at the back of your head, then tie the lower strings at the back of your neck. Skip this step if the mask has an elastic band
-  Pinch the top of the mask over the bridge of your nose
-  Pull the bottom of the mask under your chin
-  From now on do not touch your mask again. Change it after four hours or as soon as it gets damp
-  Before removing the mask, rub your hands with sanitiser or, failing that, wash with soap and water
-  Remove the mask making sure you touch only the strings / elastic bands. Undo the ones at the bottom first, then those at the top
-  Throw the mask in a trash can (infectious clinical waste or similar available), then wash your hands or use sanitiser

How to use your mask

DON'T :

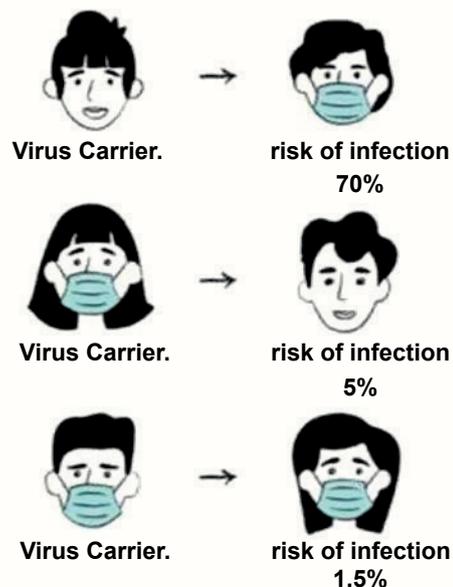
-  Wear it under your nose
-  Leave your chin exposed
-  Wear it loosely (gaps at the sides)
-  Cover only the tip of your nose
-  Leave your mask under your chin to rest

DO :



- Cover your nose
- Cover your chin
- Be tight-fitting on your face

If you take your mask off your face, you need to throw it away.



A face mask should cover your nose, mouth and chin. Once the mask is in place, you should never touch it with your hands but adjust and handle it using the elastic bands. Otherwise, the filter will no longer work and the mask will not be clean or airtight.

CORE GUIDANCE FOR ALL WORKERS

6 | How to manage waste

- Produce as little waste as possible.
- Do not discard except in the trash.
- If possible, wear gloves to put your bags in the trash. Afterwards, wash the gloves with soapy water, then wash your hands.

For waste likely to be contaminated (employees and customers) :



7 | What to post up

Inform and warn, to protect yourself, your staff and your customers.

For employees:

- Where ? On mandatory notice boards at the staff entrance, in the changing rooms, in the staff room.
- What? Protective measures; Hand washing instructions; New procedures and work organization; Dates of special meetings or training courses; Schedules for talks between management and employees.
- How? In Malagasy and French and/or with illustrations.

For customers:

- Where ? At the entrance and reception desk, in the common areas and elevators, in the rest rooms, bedrooms, the dining room and kitchens, at the pool/spa...
- What? Initiatives put in place to guarantee health security during their stay; Protective measures and social distancing; Invitation to use proper hand hygiene; Wearing a mask in case of symptoms; Conditions and/or frequency of disinfecting a given space ; New organization and ways of accessing the establishment's services; Closing down certain services or changing how they operate.
- How? In several languages and/or with illustrations. Also add floor marks to facilitate social distancing in queues (reception area, breakfast buffet, etc).

For suppliers or subcontractors:

- Where ? Email suppliers, service providers and subcontractors before they arrive at the reception area (delivery dock, etc.).
- What? New procedures and organization for action.
- How? In Malagasy and French and/or with illustrations

CORE GUIDANCE FOR ALL WORKERS

8 | How to manage stress during this health crisis

It is essential to reassure staff so that they can apply the health measures needed for their safety and that of their colleagues and customers with peace of mind. This guide explains how to minimize the risk of infection and create an appropriate working environment for this situation.

However, here are some practical tips for dealing with the emotions related to Covid-19:



It's okay to feel sad, stressed, disoriented, angry, or scared during a crisis.

Talking to someone you trust can help



Check out what you hear about the Coronavirus.

Stay informed and up to date: Use trusted sources like health authorities, the World Health Organization (WHO), or the Red Cross.



No unnecessary worry or fuss!

Reduce the time you and your family spend reading or looking at information that you find distressing.



Use techniques that have worked for you in past events

Use these skills to help you deal with your emotions during this epidemic.



If you have to stay at home, keep up a healthy lifestyle.

Balanced meals, proper sleep exercise, and social contact with family and friends at home and away.



Manage all your emotions in a healthy way.

If you feel overwhelmed, talk to a healthcare professional. They will direct you to psychological or medical support according to your needs.

CORE GUIDANCE FOR ALL WORKERS

9 | How to deal with someone with symptoms

A/ If one of your employees shows symptoms

- The **hygiene manager** must safeguard the staff's health and suspend any worker that is a risk or shows signs of infection.
- In the event of an employee suspected or actually being infected, refer to the instructions for symptoms and notify the Covid-19 action squad.
- If suspicious symptoms occur in the workplace:
 - Isolate the employee (in a separate room),
 - Avoid contact with colleagues (keep over one metre away from them)
 - Apply protective measures and arrange to send the employee home
 - The employee contacts his attending physician
 - Call 910 only in an emergency
 - Inform the other staff of a potential case

B/ If one of your customers is showing symptoms

Draw up a list of health professionals easy to phone (names, distances, contact details) and put this information in a special booklet.

During their stay:

- Ask the customer to report it by calling the reception desk. They will tell them what to do.
- Encourage the customer to stay isolated in their room (accommodation) while waiting for the doctor's opinion .
- Make sure they have face masks and soap, if not put some outside their door.

After they leave:

- Mark the area involved (room, etc.) closed off for 4 hours
- Air the room whenever possible. To reduce the risk of exposure, wait at least 4 hours and preferably 12 to 24 hours if possible, before cleaning surfaces in the space occupied by the sick customer .

As the coronavirus can probably survive more than 3 hours on dry surfaces, wet clean the contact points, surfaces and floors in both cases (A and B). Follow the waste management protocol. Implement the special laundry procedure.

Identify and appoint a COVID go-to person in your business.

Their role is to:

- Train all staff in the new procedures put in place in their respective department.
- Make sure health and safety instructions are prominently displayed in common areas in the hotel, the restaurant and on staff premises.
- Make sure health and safety instructions are prominently displayed in common areas in the hotel, the restaurant and on staff premises.
- Make sure there is an uninterrupted supply of consumables for all services in the business, they must never run out of the following consumables:
 - Hand sanitiser;
 - Vinyl gloves ;
 - Face masks ;
 - Disinfectant wipes;
 - Bleach, or disinfectant;
 - Liquid soap;
 - Disposable hand towels;
 - Trash bags.

Entering and leaving the business

- Ask employees with flu-like symptoms not to come to work.
- Stop any outsider from entering if they show symptoms such as fever, cough, body aches, difficulty in breathing.
- Stagger duty times avoid having groups arriving and leaving together. Possibly change shift lengths, stagger breaks, increase cleaning times.
- Taking employees' temperatures daily is recommended.
- Changing rooms : limit the number of staff in there at the same time, keep to 1 metre social distancing. Floor marking is strongly recommended.
- Systematic hand washing on entering and leaving changing rooms.
- Make sure there are sanitiser, soap, disposable hand towels, disposable tissues, easy-access bins.
- Outside clothes must be different from work clothes that stay on the premises.
- Keep the doors wide open, if they are not automatic.
- Set up well-differentiated entry/exit access points (in time or space) to prevent people meeting, by using floor marks, for instance.

10 | New routine measures

2/3

Reception / customers – deliveries

- Ask people to systematically wash their hands or disinfect them with sanitiser every time they come into the company premises
- Prohibit all direct contact with staff
- Receiving parcels and mail / if possible, do not open for 24 hours. Store them in a special place.
- Systematically wash hands after handling mail or parcels

Workstation

- Regularly air the premises at least 2 to 3 times a day for 15 min
- 1 metre social distancing is the rule
- Wearing a face mask is mandatory
- No working face to face / stagger workstations. If this is unavoidable / install a plexiglass shield or wear a mask and face shield.
- For reception staff, provide a service window to isolate or distance the employee from the public
- Remote working should be implemented whenever possible and videoconference meetings.
- Hand sanitiser available at each workstation
- Plan a rotation for washing hands every 2 hours
- No personal items on workstations
- No eating at workstations
- No lending items (pens, phones, etc.)
- Systematic disinfection of tools used by several employees at every changeover
- No personal electric fans or air conditioners

Breaks and cafeteria

- Limit the number of staff per break (organize a rotation, increase time slots, stagger)
- Observe social distancing rules
- Remove water fountains with spouts
- Remove office coffee makers, microwaves, fridges unless they can be disinfected after every use
- Promote personal plates and cutlery

10 | New routine measures

3/3

Travel

- Avoid travel as much as possible / use the phone or videoconferencing
- If travel is essential / If 3 staff : 1 in front and 2 at the back, in 5-seater vehicles with masks
- Disinfect before and after each use of company vehicles
- For sales reps or deliverymen or drivers, provide hand sanitiser in the vehicle

Cleaning the workstation

Implement traceable cleaning operations. They must be done with antiviral disinfectants.

By the employee before and after coming on duty and during it if necessary :

- Regularly disinfect work surfaces
- Regularly disinfect door handles, switches, elevator buttons, handrails, taps,
- Disinfect keyboards, mice, printers, photocopiers,...
- Disinfect debit card payment terminals

Daily floor cleaning

- Wet clean, vacuuming is not recommended unless no other cleaning solution is possible
- Cleaning the floor with a disposable washcloth soaked in detergent then rinsing with water and another cloth, finally drying and disinfecting with bleach diluted in cold water (1 litre of 2.6% bleach to 4 litres of water) and a new cloth.

Personal Protective Equipment (PPE)

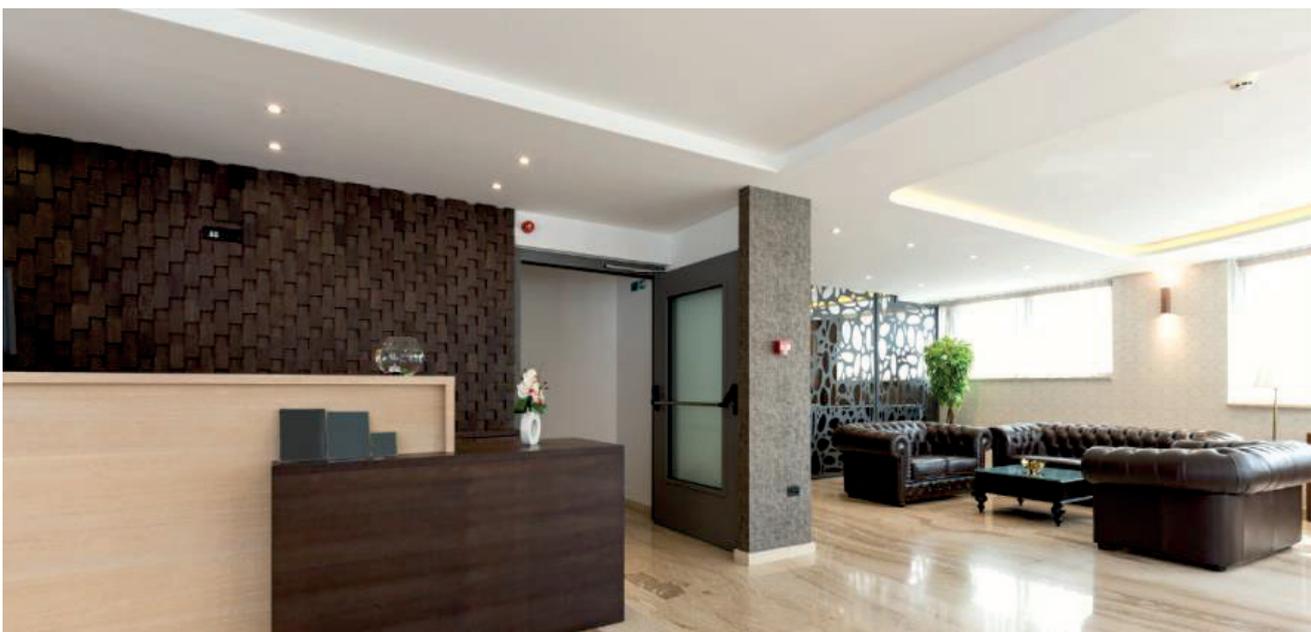
- Mandatory mask. Please note that wearing a mask does not exempt from applying protective measures.
- Gloves not required: washing your hands well is just as effective.
- If wearing disposable gloves, remove them without soiling your hands, then throw them immediately after use into a closed pedal bin.
- Face shield: protects the eyes and face. Does not replace the mask because does not protect the respiratory tract, used as an extra.

NB 1 : The safety data sheets (SDS) for the cleaning products and disinfectants you use must be easily accessible. Be sure to observe the conditions of use, recommended dosages and possibly wearing PPE. Be alert to product expiry dates.

NB 2 : Disinfection operations should only be carried out when strictly necessary (repetitive use of disinfectant can create microorganisms resistant to the disinfectant).

11 | Reception protocols**ESSENTIALS**

1. **Control the flow by floor marking, with an arrow guide to avoid meeting and letting customers in one at a time, spaced 1 metre away.**
2. **Set up an automatic sanitiser dispenser (if not handled by the receptionist). Otherwise, point out the nearest washing facilities with soap.**
3. **If the reception area cannot be fitted with a window, plexiglass shield or face shield, make sure social distancing is scrupulously observed. Promote contactless payment whenever possible.**
4. **Use a washable receptacle if paying in cash, and for handing over keys or documents. Install a box or basket to collect the keys when the customer leaves.**
5. **Regularly clean and disinfect contact points: EPT (electronic payment terminal), telephones, computer keyboards, other surfaces touched, etc).**
6. **Train the reception team on the procedure to follow if COVID-19 contamination is suspected, so they know how to guide the customer concerned by telephone.**
7. **Optimize night rounds by including the disinfection of key contact points in the checklist for the round.**
8. **Make ure the cleaning plan is followed (display a time-stamped and signed check sheet).**



11 | Reception protocols



RECOMMENDATIONS

9. Facilitate booking by phone, e-mail, website and set arrival times so as to stagger customers being in the reception hall.
10. Suspend the baggage service (customers carry their own bags) or have customers disinfect their luggage and the porter disinfects his hands between each piece of luggage;
11. Develop contactless check-ins and check-outs. Email the draft invoice the day before departure, so that the customer can read it.
12. If the customer wants a receipted invoice, inform them that it can be sent in electronic format by default.
13. If possible, assign individual work tools: telephone, computer, tablet, pen, headset and microphone... to be disinfected when each shift changes.
14. Provide customers with hospitality and hygiene products pens and papers on request, as they are no longer available in the rooms.

Be More eco-responsible

- + Encourage your customers to book directly on your website, rather than going through an OTA (Online Tourism Agency). If the price difference is against direct booking, offer a discount to match or donate the difference to a local charity.
- + Remove access to the clipboard, provide a digital solution. Suspend public water fountains and coffee machines. A water-bottle (glass, wood or metal) can be given to long-stay customers.
- + Inform your customers about nearby outdoor activities (hiking, etc.) that allow them to explore the area, often away from crowds.

JOB FOCUS ACCOMMODATION

12 | Accommodation Protocols (rooms, bungalows ...)



ESSENTIALS

1. Adapt the cleaning plan according to the set-up by planning what to do with obviously dirty laundry (personal protection, etc.).
2. Wait and air for 3 hours - after the customer has left before starting to clean. To prevent bathroom linen from disappearing, monitor the linen given to each customer. Air for at least 15 minutes several times a day.
3. Check that customer information on the new organization of the establishment is in place. Suggest that they take part in certain acts (putting towels in the shower, keeping to protective measures, etc.).
4. If using equipment such as a carpet vacuum cleaner is essential, choose a time where there is no traffic in the area or room in case there are particles in the air that might be inhaled.
5. Do not shake bedding or towels and avoid facial contact with bedding, towels, or any object that may have been in contact with a guest.
6. When disinfecting the rooms, do not overdose products. Stick to dosage instructions, water temperature (60 degrees or boiling water) contact time ... If possible return to the rooms in the middle of the afternoon to apply disinfectant to the contact points in the room.
7. Take special care when cleaning handles, switches, taps, dispensers, flush buttons, remote controls, telephone, safe, hair dryer, household appliances, welcome tray, chairs, armrests ... and any accessory that may have been in contact with a hand.
8. Do not change the bathroom amenities for quick cleans, say that they are available on request at the reception desk.
9. After the customer has left, collect and store unused products separately, then note the date of the week on the storage box. Wait 24 - 48 hours before touching it.
10. Put bed linen and towels used by customers in the basket or bag immediately.
11. Make sure that the distances and the intersection between clean and dirty (linen, sheets, bins, etc.) are observed.
12. Do not store dirty laundry in premises open to employees.
13. Systematically wash your hands with soap and water or hand sanitiser between two rooms.

JOB FOCUS ACCOMMODATION

12 | Accommodation Protocols (rooms, bungalows ...)



RECOMMENDATIONS

1. Adapt the cleaning plan according to the set-up by:
 - avoiding working in pairs or by limiting that to hard tasks that need it,
 - preventing employees from crossing paths, organize forward movement,
 - increasing the time allowed to cleaning a room
 - providing for precautions to be taken when handling potentially contaminated sheets, quick cleans are not recommended, if a customer wants their room cleaned, transfer them to a clean room, if this is not possible as in guest-houses, require the guest to air their room 3 hours before cleaning and wearing gloves is mandatory when changing sheets and cleaning surfaces or there is a risk of manual contamination.
2. As far as possible assign a personal cart (or other holder) and work tools.
3. Prepare your personal cart or basket carefully, so as not to forget anything (including cleaning gloves, hand sanitiser, face masks, etc).
4. Remove cards and menus, flyers, bedspreads and decorative cushions, then specify that pens and paper notebooks are available on request at the reception desk.
5. Adjust bathroom linens according to the number of occupants.
6. Indicate on the bedroom door for instance, that no one has been in since it was completely cleaned
7. More than two guides and drivers cannot be accommodated in the same room.
8. Guides and drivers must keep 1m apart to eat during breaks, or sit in staggered rows.

Be more eco-responsible

- + Except in a luxury establishment, do not change the sheets for 3 nights of continuous occupancy unless their condition requires it. This helps to reduce the volumes of laundry to be cleaned, and reduce consumption of water and detergent.
- + Suggest to customers who ask to put off cleaning their room that the savings generated be donated to a charity (charge to be assessed).
- + Make it clear that used wipes are to be put in the trash only. Prohibit throwing them in the toilet, as this may clog the pipes and disrupt the sewage systems.

JOB FOCUS COMMON AREAS

13 | Common Areas and Rest Room Protocols



ESSENTIALS

1. Clean common areas more frequently.
2. Act preferably when other staff or customers are absent.
3. Air for at least 15 min. several times a day and let the sun shine in whenever possible.
4. If using equipment such as a carpet vacuum cleaner is essential, choose a time when there is no traffic in the area or room in case there are particles in the air that might be inhaled.
5. Switch off electric hand dryers and disinfect toilet brushes as often as possible.
6. Clean common areas more frequently.
7. Set up tools for tracing cleaning actions: personal, time-stamped and signed by each employee, at each visit.
8. Check the rest rooms for soap every 3 hours.
9. Post up the protective measures and recommendations for regular hand washing.
10. Install an automatic hand sanitiser dispenser in key traffic areas.
11. Space available seats and tables 1m away from each other. Possibly reduce the reception capacity of the place.
12. Possibly close off every other sink in the toilet to have a gap more than 1m wide between them.
13. Manage the queue for the rest rooms by materializing a line and limiting the number of people in it at the same time.
14. Disinfect elevator buttons every 2 hours.



13 | Common Areas and Rest Room Protocols



RECOMMENDATIONS

15. Place a warning sign indicating washing in progress, and close the toilets while cleaning.
16. Prefer a wet wash-disinfection.
17. Keep the rest room doors open.
18. Uninstall the business centre (or just leave a screen showing local information), shared refrigerators, as well as beverage machines or vending machines that were freely accessible
19. Create a traffic flow to limit meetings, with floor marks whenever the building structure allows them.
20. Display a notice to prompt taking the elevator one by one (or by family, or two by two if it is more than 4 m²) to keep to social distancing
21. Reduce air conditioning to what is strictly necessary. Clean filters in air conditioners and air treatment units more often. Prefer the use of high efficiency air filters. Disable air recirculation

Be More eco-responsible

- + Suggest that your customers take the stairs to go down. It is good for your health and elevators are a major source of power consumption.
- + Sectorize and automate artificial lighting by installing detectors for indoor traffic. If possible, , turn down outside and reception lights after midnight, and turn off the facades.
- + Install faucets with detectors or pedal control. In some sites, installing dry toilets will reduce the number of "water" toilets. However, the conditions for processing the matter from these dry toilets must be planned in advance.
- + Opt for hand sanitiser containing substances from organic farming (alcohol and glycerin).

14 | Laundry Protocols



ESSENTIALS

1. **Organize the schedule and workspaces to limit the number of people and interactions and keep a 1 metre social distance.**
2. **Adopt personal work tools if possible.**
3. **Provide a specific area to store dirty laundry.**
4. **Store clean laundry in closed places**
5. **Manage dirty laundry wearing suitable clothing (long sleeves) and gloves. Change your work clothes daily.**
6. **Wash them in a 60°C minimum cycle. If there is no machine, soak the laundry for 15 minutes in boiling water or iron sheets, towels and table linen as hot as possible.**
7. **Do not shake sheets and laundry. Do not press sheets and linen against you**
8. **Do not use a brush when washing laundry by hand. Wearing glasses or a face shield is mandatory or avoid splashing on the face. Laundry can be dried outdoors but must be ironed afterwards.**
9. **Establish a protocol to manage and clean any potentially contaminated laundry or clothing (from the bedroom to the laundry room), e.g. with identifiable, hermetically sealed and disposable bags.**
10. **Draw up a cleaning plan with frequency (several times a day) and follow-up: work surfaces, tools, door handles and knobs, washing machine, dryer, calender, irons ... generally any object or surface likely to have been in contact with hands.**



14 | Laundry Protocols



RECOMMENDATIONS

11. Be on the watch about moving forward and avoid crossing paths between clean and dirty.
12. Mark traffic flow on the floor.
13. Anticipate the delivery of clean linen to the cooks and other services the day before, e.g. in reusable name bags or tote bags.
14. No longer deal with customer laundry.

For outsourcing laundry

15. Ask the firm handling linen deliveries to cover dirty linen to avoid any contact with clean linen.
16. Suggest two separate delivery days. One to take away dirty laundry, and the next day to receive clean laundry.

Be More eco-responsible

- + Do not overdose detergent. Adjust only for hard water. The surplus chemical does not wash better since the laundry is clean at the normal dose, but just increases water pollution.
- + Optimize the use of irons according to fabrics. This will reduce your energy consumption.
- + Use eco-labelled detergents. Store liquid chemicals that display a hazard symbol (diamond framed in red) on a retaining tray.

15 | Restaurant / Bar / Breakfast Protocols**ESSENTIALS**

1. For indoor meals, promote plate service. However, if there is a buffet, put a plexiglass shield in front of the buffet or equip the serving staff with face shields and masks and have them served by one staff member or prepare separate trays, in the customer's name, to be collected on a dedicated table, with a queue marked on the floor every 1 metre.
2. Serving staff should wear gloves to prevent hand infection.
3. Organize takeaways as much as possible.
4. Eliminate customers handling condiments, set up individual portions (sugar, salt, mustard, ketchup, mayonnaise, etc)
5. Space the tables at least 1 metre apart, staggered if possible.
6. Limit the number of people at a table to a maximum of 10 guests indoors ; if there are more, seat them outside.
7. Provide an automatic hand sanitiser dispenser at the entrance to the room.
8. Clean and disinfect tables and chairs after each customer.
9. At the bar, keep to one metre between the barman and the customers, the barman must be equipped with a face shield.
10. The barman should wash his hands as often as possible because of infection via the glasses handled by customers. Mark the floor in front of the bar.
11. For bar drinks, serve only at the table, no drinking at the bar.
12. Check the condition of the toilets every hour and for soap.
13. Reduce and adapt happy hours, games, entertainment and collective festive evenings to bar reception capacity.
14. Serve with a mask on, both in the dining room and in room service.
15. Prefer debit card payments. For cash payments, provide a suitable container that can be disinfected after each handling.
16. Disinfect the EPT with a disinfectant wipe after each use.

15 | Restaurant / Bar / Breakfast Protocols**RECOMMENDATIONS**

17. Manage traffic flow by taking bookings and orders by phone while providing several schedules to offer 2 or even 3 servings.
18. Give preference to breakfast in the room and room service. Place the tray in front of the door, ask the customer and let them take and install their tray, in visual contact from a distance (do not enter the room).
19. Once the meal is finished, the customer will leave their tray in front of the door.
20. Eliminate bread baskets, use individual bread plates and serve the bread with tongs.
21. Put away menu cards and paper menus. Display dishes, suggestions and cocktails on a slate. Otherwise restaurant menus must be disinfected after handling by a customer.
22. If you can, show the menus on TV screens in the rooms or in the common areas.
23. Reallocate a meeting room to have additional space if possible.
24. Plan one or more trips to collect the trays.
25. Put a traffic flow on the floor to avoid staff and customers crossing paths

Be More eco-responsible

- + Put the food under a cover rather than in plastic wrap. Use reusable glasses that go in the glass washer, rather than disposable cups.
- + Only start glass or dish washing machines when the baskets are full. You will reduce your consumption of water and detergent. Use washing machines normally (no need to overdose).

16 | Kitchen Protocols**ESSENTIALS**

1. Let delivery people drop off the goods at a distance. Ask them to wear gloves and masks (display).
2. Reduce access to the commissary for people outside the department.
3. Set up a holding area for non-food or dry, non-perishable products.
4. Keep disinfecting fruit and vegetables, take care to organize this immediately after unpacking. Mandatory hand cleaning after unpacking.
5. Stay alert to the risk of dirty and clean cross-contamination.
6. Limit the number of people in the kitchen to what is strictly necessary.
7. Make sure that distancing at the workstations is observed.
8. Always wear a cap and mask. Wash the outfit every day at 60°C or over or soak in boiling water.
9. For dishwashers, provide them with disposable aprons or gowns, as well as goggles or face shields, to protect them from possible splashes.
10. Make sure the extractor hood works properly. Change and maintain filters more frequently.
11. Clean and disinfect each workstation, between each service, as well as all fixed or mobile equipment and the utensils used.
12. Wash your hands regularly with soap.
13. Check that dishwashing temperatures are respected (washing at 50-60°C, rinsing at 70-80°C), if there is no dishwasher, scald the dishes.
14. Use only pedal bins. At the end of the day, seal trash bags tightly.
15. Take trash cans to the waste room, then wash your hands in soapy water.

16 | Kitchen Protocols**RECOMMENDATIONS**

1. Differentiate and materialize accesses to the kitchens to guarantee forward movement.
2. Position yourself to one side rather than face to face.
3. Avoid job changes.
4. Organize the setting up and distribution of tasks in time and space for each employee, in order to avoid unnecessary interaction, crossovers and back and forths, e.g. to cold storage.
5. As far as possible, assign personal work tools specific to each cook (utensils, knives, etc).
6. Air by opening the windows and shut off recirculating air.

Be More eco-responsible

- + Buy in bulk and limit packaging as much as possible, e.g. by preferring washable and reusable crates. Encourage your suppliers to do the same. By reducing waste production, you will save time.
- + Reduce the variety of dishes on the menu to facilitate food management, reduce waste and simplify ordering by phone.
- + Promote your new catering service by offering local and seasonal products. Then you support regional producers, and if possible, those committed to ecological farming practices.

17 | Fitness / Pool / Spa protocols**ESSENTIALS**

1. Posters explaining health measures must be displayed in reception and transit areas.
2. Customer rest rooms must have a liquid soap dispenser, a disposable paper dispenser and a pedal bin.
3. Before reopening pool areas, do the required maintenance and health operations (purges, washing filters and pipes, treating and monitoring Legionella, checking treatment equipment and products, etc.)).
4. Observe water disinfection procedures to control microbiological hazards in swimming pools open to the public.
5. Do not overdose treatment products. Swimming pool water must be disinfected at the end of each service.
6. Adapt and limit reception capacities to manage crowds at the swimming pool, sauna, hammam (4m² per person) or fitness room. But do not open the Jacuzzi.
7. Provide signs limiting the number of people for these activities. Organize 3 opening periods per day, for example.
8. Advise against the use of swimming pools by vulnerable people; a customer awareness poster must be displayed at the entrance to the swimming pools.
9. Caps must be worn at the swimming pool.
10. For instance, place the sun loungers 1m. apart from each other, some in the shade, others in the sun..
11. Establish minimum social distancing in the pools and on the beaches.
12. Limit the number of bathers according to the capacity of the swimming pool (1 bather in 3 m² pool water area).
13. Install fitness equipment 1 metre away from each other and place one or more hand sanitiser dispensers in plain sight.
14. Encourage each user to clean before and after use. Use personal towel on Fitness equipment.
15. Remind the customer how important the mask is.
16. Change outfits and clean staff outfits every day, 30 min. wash at 60°C minimum or 15 minutes in boiling water.

17. Prohibit access to people showing symptoms of COVID-19 or respiratory or digestive trouble (information panel at the entrance).
18. Devote enough time to cleaning and disinfection, if necessary delay opening hours to disinfect the premises.
19. Encourage customers to observe protective measures to avoid infection between individuals.
20. Disinfect all surfaces: reception desks and treatment booths as well as all equipment, particularly paying attention to areas and equipment frequently touched by customers (sunloungers, diving board, railing, toilets, yoga mats, seating and handles of fitness equipment, etc).
21. Disinfect more frequently the swimming pools, sauna, hammam and floors in the fitness room.

RECOMMENDATIONS



22. Make it easier to use the shower (with soap available) before using the facilities and equipment.
23. If possible, set up traceable cleaning operations.

Be More eco-responsible

- + Fit your pool showers and sinks with a detector, so that water is only delivered when the user is actually present.
- + Remove the water fountains. Encourage your customers to take their own water bottle, or give one to your best customers.
- + At the spa, opt for natural products or even organically grown products, both for treatments and herbal teas.

18 | Green spaces and maintenance protocols**ESSENTIALS**

1. Define your actions as much as possible, e.g. rope them off, to prevent outsiders from coming into the area.
2. If there are several of you, prefer to work side by side rather than face to face.
3. Do not pass anything from hand to hand.
4. Keep 1 m apart, wear a mask.
5. Take to placing/picking up all loads on a table or on the floor, to pass them on.
6. Indoors, clean the action area beforehand (single-use wipe) and use protective clothing when working in a confined or cramped space that is potentially contaminated.
7. Limit access to maintenance workshops to the strict minimum. Lock them up and appoint a manager.
8. Always use personal gloves suitable for the task in hand, and wear them all the time.
9. Clean equipment, tools and controls touched without gloves.
10. Wash hands (with soap) between each change of PPE (personal protective equipment) and after each action.
11. Make sure there is hand sanitiser in the cart or maintenance box.
12. Clean filters in air conditioners and air treatment units more often.
13. Promote the use of high efficiency air filters.



19 | Green spaces and maintenance protocols**RECOMMENDATIONS**

14. Organize the action schedule according to priorities. Postpone non-emergencies and reduce the frequency of some of them, e.g. mowing, weeding, hedge trimming ... Compost your green waste if you have the space needed.
15. Pass on instructions and exchange information preferably by phone, e.g. with a personal mobile phone.
16. Limit travel. If necessary, organize transport for one person per vehicle. Otherwise, 2 passengers seated crosswise, one behind the other.
17. Distribute tools per employee; otherwise, make sure they are disinfected after each use.
18. Turn off recirculating air. Promote natural ventilation.

Be More eco-responsible

Adopt digital tools to record, monitor and manage each work order. This makes for easier communication between each service, and the customer can be quickly informed. Paper consumption is then reduced.

- + Boost security for your staff working alone by giving them a lone worker alarm device (LWAD).
- + Mow less frequently and limit mowing to areas that really need it. By letting the grass grow here and there (differentiated management), you promote insects and animals that make up an ecosystem. By stopping chemical weeding, you will promote local biodiversity.

JOB FOCUS SECURITY GUARD

20 | Security Guard Protocols



ESSENTIALS

1. Form set teams as much as possible to facilitate adopting new procedures.
2. Provide the equipment: hand sanitiser, soap, trash cans.
3. Have hands washed as often as appropriate to the numbers and whenever a risk of contamination is suspected (reorganize more frequent breaks for this reason).
4. Review patrols, the possibilities of staggered schedules, extended time slots so as to reduce turnover at the same position.
5. Wherever possible and safe to do so, prioritize patrols with one guard instead of two or more.
6. Train security guards so that they can help customers follow health measures, point out signs and which way to go etc
7. For tasks requiring contact with the public (reception tasks, access control, rescue and assistance to people) enforce the distances between two people (at least one metre),
 - no hand to hand contact,
 - keep doors open,
 - Make sure luggage is disinfected before carrying it for customers if necessary, then wash your hands
8. Monitor the cleaning plan, the ongoing supply of consumables (hand sanitiser, soaps, trash bags, etc.).

RECOMMENDATIONS



9. Adapt the organization based on employee feedback.
10. Manage the cleaning of work clothes.
11. Collect any reports of dysfunction in the new organization.
12. Remove waste regularly.

Be More eco-responsible

Promote good communication between the security service and managers in order to ensure the best possible security of property and people in your establishment

Thank You

FOR HELPING TO PRODUCE THIS GUIDE



Anjary Hôtel- Café du musée- Coin du foie gras Behenjy / Isoraka- Espace Diamant- Grand Mellis- Groupe Lorenzo- Havana Resort & Spa- Hôtel La Villette- Irinah Hôtel- Karibotel- Louvre Hôtel & Spa- Mantasoa Lodge- Princess Bora Lodge- Rova Hôtel- Sahanala- Tana Hôtel- Tsiky Restaurant

Sources

Ministry of Health | CCO Ivato | World Health Organization | Public Health France
Madagascar Hôtel Consultant - Coaching, advice and training firm (MHC)
François Tourisme Consultants - Consulting firm & global expert network (FTC)
Photos - Canva.com

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