

Tourist Sector Guidebook for coronavirus Prevention

Hotel Establishments and Tourist accommodation services operating guide

(Hotels, Aparthotels, Hostels, Diving resorts, Tourist Resorts)

The procedures to be followed:

General procedures within the hotel facility:

- Fully sterilize the facility before starting to receive guests.
- Sterilizing all furniture, surfaces, and all tangible points every hour in public places and public toilets using effective disinfectants approved by health.
- Educating workers about the virus, its severity, speed of spread and what precautions they should take.
- Obligation to provide good quality hygiene and sterilization for the hands and distribute them appropriately within the tourism facility especially entrances and exits.
- Put guidance boards in all facilities of the hotel establishment to confirm the necessity of wearing masks, sterilizing hands continuously, and following safety and social separation procedures.
- Wearing the face mask and sterilizing hands continuously by all employees of the hotel in a mandatory manner and replacing the facemask continuously.
- Staff obligation to washing their hands before starting work and (every 30 minutes for 20 seconds) or when the needed.
- An obligation not to accept customers who are not committed to the means of personal protection and sterilize their hands before entering the facility.
- Organizing the process of receiving customers inside the establishment and ensure that hands are sterilized before entering the facility.
- Reducing, as much as possible, the use of banknotes in reservations and sales operations, and it is required to use electronic payment methods.
- Continuously and daily, make a quick examination for workers before entering the facility.
- Establish a daily entry proof for the employees and do not use the electronic fingerprint
- Implementing social distancing procedures between the employees and workers inside the facilities of the tourist establishment.
- General obligation to all public health and safety requirements in accordance with the legislation in force.
- Operate the hotel at a maximum of 50%, including (day use) of the total hotel capacity for a specified time until there is authority to increase the percentage gradually, in coordination with the people in charge.
- Obligation to provide a clinic and a specialist in the five-star deluxe, five-star hotels and major tourist resorts in coordination with the Ministry of Health.
- An obligation to contract with a doctor and provide a device for checking the temperature and training staff on how to use it for hotels under five stars
- Obligation to distribute the hotel workers on the shifts system, and to ensure that the employees of each shift do not meet other shifts, with an emphasis on carrying out a quick examination of the workers daily.
- Obligation to follow the conditions of health safety and any instructions issued by the concerned authority.

- The obligation of doing a daily report that includes examining the employees in terms of measuring the temperature and making sure that there are no symptoms of sneezing and coughing daily and if any worker is exposed to any health condition they are prevented from returning to work until they are free from any contagious or communicable diseases and free of the coronavirus.

Reception:

- Education the reception staff on all safety and health protection measures, according to the criteria approved by the Ministry of Health, and how to deal with and implement them.
- Not to use manual inspection devices and use remote inspection devices without contacting customers as much as possible.
- Install a sterilizer at the hotel entrance and sterilize the luggage of guests when they arrive.
- Measure workers temperatures constantly by a specialized employee.
- Question each guest if they suffer from any symptoms of the coronavirus that were confirmed by the Ministry of Health and register this at the reception desk.
- Measuring the guests' temperatures every time when entering the hotel by the specialized personnel.
- only customers and specific employees to enter and walk around the reception area, while committing to wearing masks and sanitize hands all the time.
- The procedures for social space in the reception area through the distribution of seats among the customers, leaving a sufficient distance not less than one meter, and ensuring that the area is not crowded.
- Finalize the procedures for registering guests in electronic form or by using disposable pens.
- Obligation of putting stickers on the ground in the area of reservation and departure in order to implement the social distancing procedure between clients and guests.
- Depend on the electronic system as much as possible in the reservation and departure operations for customers.
- Use only 30% of the elevators capacity by customers and clean it continuously.
- Place sterile floor mats on the hotel facility entrance to sterilize the shoes before entering.
- Clean all furniture and facilities in the reception area, especially the contact areas, constantly at least every hour.

Restaurants and Coffee shops:

- Food is served in special areas within the hotel, the restaurant tables are organized so that it leaves a distance of no less than two meters between the tables and one meter between each person on the table and the dining tables are organized accordingly (merge the table of families with taking into consideration the distance between people)
- Workers who prepare food must obligate to personal protective equipment such as masks and constant hand washing (replacing the face mask immediately with contamination or moisture), cover head, cover beard and food safety shoes (type not affected by food) as well as work clothes or aprons.
- Drying and wiping is done with disposable tissues and paper towels
- The restaurant and all facilities must be disinfected before supplying food and preparing it.

- Providing workers with hand hygiene supplies such as liquid soaps, disinfection means, and sanitary pads distributed inside the restaurant.
- Sterilize the dining tables after each use and provide salt and pepper on request after sterilization.
- Provide good ventilation inside all restaurants and facilities.
- Not to use flammable sterilizers, such as spray or alcohol sterilizers, in restaurants and facilities.
- The disinfection materials should be outside the food preparation area and the materials should be kept in a closed place.
- Setting warning signs to remind workers and all facilities to constantly cleanse and social distance, wear masks, wash hands constantly, and wash utensils.

Room Service:

- Sterilizing several rooms and facilities before work (full sterilization) by using the specified chemicals and following the ministry of health instructions.
- Providing sanitizing equipment in rooms and all hotel facilities allowed to operate during that time, so the visitors can use them throughout their stay.
- Sterilizing rooms after use by visitors, disinfecting all surfaces, and changing all bedsheets, beddings, pillow sheets, and towels after every use.
- Cleaning bedsheets, beddings, pillow sheets, and towels after every use, at 56 degrees Celsius for 20-30 minutes.
- The number of room service workers should not exceed two at most in every room, and they should wear gloves, and face masks and not take them off at all inside the room and change the gloves after finishing cleaning every room.
- The workers allowed to work must be in good health and not suffer from chronic diseases provided approval from the certified company doctor.
- Providing good ventilation inside all rooms and facilities.
- Not using flammable sanitizers like spray sanitizers or alcohol inside rooms and facilities.
- Cleaning air condition filters continually by the specialized employee.
- Washing linens, sheets, pillow covers, blankets and towels at a temperature of 70 c in case they were used by an employee or visitor infected by corona virus.

Private Beaches:

- Abiding by distance safety measures between visitors and chairs on the beach area no less than 2 meters apart other than families not exceeding 10 people per family.
- Opening restaurants in the beach area and following the standards concerning it that are stated in the booklet.
- Opening water games available on the beach and abiding by distancing in group games after sanitizing them and the life jackets after every use.
- Compliance with the health requirements issued by the Ministry of Health before operating swimming pools, adhering to the proportions and types of sterilization materials and not operating the pool in the absence of a mechanical system for withdrawing, pushing and treating water in pools that works well.

Hotel Facilities:

- Not opening the facilities stated at the start of the guide (note that it would be reviewed in the next stage)
- Obligating the health guidelines issued by the ministry of health before opening swimming pools and following the pool sanitizing products percentages and types. In addition, do not open the pool in appetence of a mechanical system of pulling, pushing and water treatment in the pool that works perfectly.

Storage and warehouse management:

- Before receiving, the supervisor should prepare sites for storing materials (freezers, coolers, dry storage site), and the sites must be cleaned and disinfected, and the damaged materials are disposed.
- The minimum number of employees should be unloading the trucks upon arrival within social distancing rule applied which is not less than 1.5 meters between each worker.
- The supervisor must check the temperature of the refrigerated truck when receiving the materials.
- If everything meets the specifications, the employees start unloading the materials, and the receiving area must be sterilized and determined, Before bringing in the food materials to the warehouses, the secondary packaging must be removed and discarded, then and the hands should be re-sterilized and put on sterilized gloves and transfer them with clean and sterilized containers to the internal warehouses.
- When dealing with cans, as well as vegetables and fruits, they must be sterilized before being put in refrigerators.
- The supervisor and staff shall wear and change masks and sterilize hands continuously after each download or upload.
- The supervisor must emphasize the employees to follow social distancing rules within an organized manner.
- Ensure that used buses are sterile and clean perfectly after and before each use.
- Sterilization of cranes used in the transportation and loading of materials and goods after and before each use.
- The packages must be wrapped with at least two layers of plastic packaging, then the packaging must be disposed once you reach the restaurant.

General Criteria:

- Periodic inspection is carried out by the personnel of the competent authorities.
- Reevaluation of the procedures for work in hotel establishments is based on reports from the committees of the competent authority and inspection visits.
- The Ministry of Health must be directly informed of any suspected cases of the coronavirus immediately and under penalty of responsibility.

Terms of serving Hookah/Shisha after the issuing of approvals by the competent authorities

- Total sterilization of the hookah before and after each use by every customer. That is carried out by cleaning all parts of the hookah, inside and out, using water and soap and disinfecting it with sterile cleaning chemicals that are internationally approved according to the general health instructions
- Use a steam sterilizing machine for all parts of the hookah, inside and out.
- Replacing the water inside the hookah before and after each use, ensuring that clean water mixed with a sterile material that is not harmful to the health of the customer and does not affect the flavor of the hookah is used.
- Providing single-use hookah pipe that comes wrapped from the origin factory of production. And ensuring that the employees must unwrap the pipe in front of the customer before they use it.
- Making sure to use the same hookah once a day after it has been thoroughly cleaned and sterilized.
- Obligation of all staff providing hookah service to the general terms and conditions of health and safety by wearing the specialized uniform, face masks and gloves with total caring of their personal hygiene.
- Periodic temperature check for all staff providing hookah service.
- Presence of good ventilation inside the hookah service places/venues.
- The appropriate spacing between the tables as mentioned above.
- Not providing hookah service to those younger than 18 years of age and older than 65 years of age
- Allowing the option that allows the customers to bring their own hookah while obligation to the above-mentioned terms and conditions.

Transport services work guide

(Taxi, Rent a cars, Tourist Busses)

The procedures to be followed:

Taxis:

- Providing hand sanitizer in the car and having the driver wear masks and gloves while exchanging them periodically
- Sticking to sanitizing hands consistently and without taking off the mask at all inside the taxi
- Do not load passengers that are not sticking to the self-safety rules (masks and gloves)
- Sterilizing the vehicle completely from the inside and the outside before starting on the daily
- Sterilizing inner and outer door handles after every trip
- Confirm social distancing and do not allow the passengers to ride in the front seat and restricting the back seat to only two passengers
- Do not use rubbing alcohol or highly flammable substances as sanitizers inside the vehicle
- Do not allow smoking on any public transportation

Tourist Busses:

- Preparing the busses right before working and making sure to sanitize and clean all surfaces and all glass surfaces and sanitizing air ventilators and conditioning and Lights and the buttons above the chairs as well as the handles and the bus shelves and door handles or any touchable area
- Ensuring to not turn the bus on with more than 50% of the total capacity of the bus that is recorded in the vehicle's license (acquisition)
- Do not stop completely when loading and unloading passengers on the way, sticking to a start and finish point
- Cleaning seat backs and food tables that are found in the back of the seats constantly
- Providing hand sanitizer at the entrance of tourist busses
- Placing signs at the main door to remind tourists of hand sanitizing and obligation to the social distancing rule of one and a half meters when getting onto the bus
- Do not use refrigerators inside the busses and periodically cleaning the bathroom and guardian
- Following the rule that states "do not leave any trace behind by the tourist" with an awareness sign including that inside the bus so that the passenger can take all empty glasses and plastic bags with them to throw out
- Providing the driver with two copies of the "following list" for the tourist group and the driver must keep one copy while the other copy goes to the tourist company and they must keep both copies for a duration of at least 6 months
- Cleaning and sanitizing the inside and the outside of the bus after the end of each tourism program or trip once

- Following the end of the tourism program the bus must be cleaned and sanitized and its preferred to wait for 6 hours before starting with the cleaning process and that includes all buttons, lights , air ventilators above the seats, the back of all seats and the food trays in those seat backs
- During the cleaning or sanitizing of the inside of the bus, the worker must use the full outfit used to deal with corona and the mask and gloves and the special shoe covers
- Cleaning the buss floors using suction and washing and sanitizing them on the daily outside the bus
- Cleaning the trash cans and changing out the bags inside them
- Cleaning and sanitizing the bathroom inside the bus and providing them with soap and hand sanitizer and placing sanitizing products in the cabinets specialized to flow the water.

Renta cars

- Provide personal protection supplies to employees (masks and gloves and sterilizers) and adherence to obligations of not removing masks and gloves during working hours.
- Daily office sterilization, before beginning and end of business hours.
- Conform to social distancing between employees and customers, as there should not more than three persons in an office, including staff members.
- Distribute protective gear and informative handouts for personal protection.
- Sterilizing the vehicles thoroughly during receiving and delivery.
- Ensuring that the vehicle is not used by anyone other than its renter.
- Preserve files containing renters' names, addresses and phone numbers.

General criteria

- Periodic inspection is carried out by the personnel of the competent authorities.
- Reevaluation of the procedures for work in hotel establishments is based on reports from the committees of the competent authority and inspection visits.
- The Ministry of Health must be directly informed of any suspected cases of the coronavirus immediately and under penalty of responsibility.

Tourist restaurants work guide

The procedures to be followed:

General measures for tourist restaurants:

- Pre-work sterilization of workplace (comprehensive sterilization) by specialized companies.
- The employees allowed to work must be in good health and not suffer from chronic diseases, with the approval of the company's certified physician.
- A daily report should be made that includes the examination of staff in terms of temperature measurements and ensuring that there are no daily sneezing and coughing symptoms.
- In case any worker is exposed to any health condition, it is forbidden to return them to work except after proving that they are free of any contagious or communicable diseases and proving that they are free of coronavirus and at the expense of the employer.
- Restaurants should set a daily entry record (electronic fingerprints cannot be used).
- The supervisor must provide mechanisms, procedures and signaling boards to leave sufficient safety distances between customers.
- Educating employees about the virus, its seriousness, rapid spread and what precautions they must take before entering the workplace.
- The restaurant and all its facilities must be disinfected before supplying food and before the food preparation process.
- Remove all damaged food items from storages (refrigerators and cooking places).
- Providing employees with hand hygiene supplies such as liquid soap, disinfectants and sanitary napkins at points distributed in the restaurant.
- All employees must wash their hands before starting work and (every 30 minutes for 20 seconds) or when needed.
- Ensuring good ventilation within all facilities of the restaurant.
- The disinfection materials should be outside the food preparation area and the materials should be kept in a closed place.
- Requiring employees to wear personal protection items such as facemasks and gloves (replaced continuously and as soon as they are contaminated).
- Placing warning signs requiring workers to constantly cleanse, keep their space, wear facemasks, gloves and wash dishes.
- Cleaning and sterilizing the bill holder and the machine in case of electronic payment after each use.

Dining hall and kitchen:

- Maintaining cleansing of the work site and in particular the contact areas (doors and floors) continuously every hour.
- Ban the open buffet service and rely on specific menus on demand.
- Food is served in the designated lounges within the hotel establishment, with the restaurant tables being organized to leave at least two meters between the tables and one meter between each person

and another at the table and the dining tables are organized accordingly (integrating the tables in case of families taking into account the specific distance between the people).

- Using single-use food items as much as possible, placing sterile sterilizers and wipes on each dining table, and placing awareness instructions throughout the restaurant.
- Workers who prepare materials, prepare food must adhere to good food manufacturing practices, including adherence to personal protective equipment such as facemasks and gloves (replace them immediately after contamination or moisture), head and beard covers, safety shoes to ensure food safety (a type that does not affect food) as well as work clothes or aprons.
- It is strictly forbidden to provide hookahs within all hotel establishment facilities.
- Hot food should be above 57 ° C and cold food less than 5° C
- Drying and wiping is done using disposable tissues and paper towels that are disposed of directly.
- The restaurant and all its facilities must be disinfected before supplying food and before the food preparation process.
- Providing staff with hand hygiene supplies such as liquid soap, disinfectants and sanitary napkins at points distributed inside the restaurant.
- Sterilizing the dining tables after each use and providing salt and pepper on request after sterilization.
- Ensure good ventilation within all restaurants and facilities.
- Do not use flammable sterilizers such as spray sterilizers or alcohol in restaurants and facilities.
- Disinfection materials must be outside the food preparation area and the materials must be kept in a closed place.
- Placing warning signs obligating workers in all facilities to continuously disinfect and separate, wear masks, wash hands constantly, and wash utensils.
- Workers must wear safety shoes and put medical masks, gloves and hair covers, and it is strictly prohibited to enter the workplace without them.
- Following the manufacturing methods in the restaurant according to the technical principles and standards according to the food and drug law.
- Setting up temporary barriers to define the corridors for workers to ensure leaving adequate safety distance
- Leaving a safe distance between employees (at least one and a half meters).
- Avoid contact with the eyes, nose and mouth with the hands in any way.
- Frequent washing and disinfection of all surfaces and utensils in contact with food before and after every employee's work.
- Raw materials to be used in food preparation are well laminated until they are used and must be repackaged as soon as the use is complete.

Storage and warehouse management:

- Before receiving, the supervisor should prepare sites for storing materials (freezers, coolers, dry storage site), the places must be cleaned and disinfected, and damaged materials must be disposed.
- When unloading the truck, the minimum number of employees must be used, and the spacing policy should be considered for at least one and a half meters.

- The supervisor should check the temperature of the cooling truck when receiving the materials.
- If everything conforms to specifications, employees start unloading materials, the receiving area must be specified, it must be sterile, and before entering the foodstuffs into the storage, the secondary packaging must be removed, thrown, hands must be sterilized and gloves must be worn, and then transported in clean and sterile containers to the internal storage.
- When dealing with cans, as well as vegetables and fruits, they must be sterilized before being placed in refrigerators.
- Supervisor and employees should wear and change masks and sterilize hands continuously after each unload or load.
- The supervisor must emphasize to the employees to keep distance within themselves and work in an organized manner.
- Ensure that the used buses are sterile and perfectly clean before and after every use.
- Sterilizing the cranes used in transporting and loading of materials and goods before and after each use.
- The ordered goods must be wrapped with at least two layers of plastic packaging and the packaging must be disposed once the goods reach the restaurant and the truck must be opened before unloading it.

Food delivery service:

- All staff working in the processing and assembly of ready-to-deliver food must wear gloves, masks and use good quality sterilization and cleaning materials.
- All staff are obliged to wash hands every 20 minutes with soap and water and use appropriate disinfection materials.
- The food should be completely packaged.
- The food must not be touched until it is packaged.
- Placing food (orders) in secure delivery bags.
- Delivery boxes should be sterile before placing order inside.
- After the orders are confirmed with the assurance that they were not touched, the bags and boxes are closed and sealed tightly only to be opened by the consumer after they are delivered to him.
- Cleaning the vehicle used for deliveries with soap and water every day, especially the doors used.
- Sterilize all surfaces of the vehicle with disinfectant.
- Usage of flammable sterilizers such as spray sterilizers or alcohol in cars is not allowed as they are flammable substances.
- Separating delivery workers from other workers due to their contact with other people during order deliveries.
- The principle of spacing between the driver and the restaurant employee who prepared the order must be applied.
- Provide external delivery staff with sterilizers, hand sanitizer and gloves to be used between each delivery of orders and to make sure that their hands are sterilized after the last order before returning to the restaurant.
- Upon arriving at the site, the employee must make sure to leave a distance between him and the customer, with distance from a meter to a meter and a half to hand the order and receive the money.

- Obligation to the use personal protective supplies such as masks and gloves (replacing them continuously and immediately after being contaminated).
- Never remove the masks and gloves except inside the dispensing device, and after making sure that there is a hand sanitizer, then the gloves are removed and the hands are sanitized, then comes removing the mask, re-sanitizing the hands, wearing gloves and the new mask, and then disposing of the old one in a safe way.
- The restaurant employee must not to enter the restaurant and receive goods from outside.
- Limit the use of banknotes in sales and focus on the use of electronic payment methods.
- Avoid entering the customer's building and ask customers to receive their orders outside the building, by communicating with them by phone.

Terms of serving Hookah/Shisha after the issuing of approvals by the competent authorities

- Total sterilization of the hookah before and after each use by every customer. That is carried out by cleaning all parts of the hookah, inside and out, using water and soap and disinfecting it with sterile cleaning chemicals that are internationally approved according to the general health instructions
- Use a steam sterilizing machine for all parts of the hookah, inside and out.
- Replacing the water inside the hookah before and after each use, ensuring that clean water mixed with a sterile material that is not harmful to the health of the customer and does not affect the flavor of the hookah is used.
- Providing single-use hookah pipe that comes wrapped from the origin factory of production. And ensuring that the employees must unwrap the pipe in front of the customer before they use it.
- Making sure to use the same hookah once a day after it has been thoroughly cleaned and sterilized.
- Obligation of all staff providing hookah service to the general terms and conditions of health and safety by wearing the specialized uniform, face masks and gloves with total caring of their personal hygiene.
- Periodic temperature check for all staff providing hookah service.
- Presence of good ventilation inside the hookah service places/venues.
- The appropriate spacing between the tables as mentioned above.
- Not providing hookah service to those younger than 18 years of age and older than 65 years of age
- Allowing the option that allows the customers to bring their own hookah while obligation to the above-mentioned terms and conditions.

General criteria:

- Periodic inspection is carried out by the personnel of the competent authorities.
- Reevaluation of the procedures for work in hotel establishments is based on reports from the committees of the competent authority and inspection visits.
- The Ministry of Health must be directly informed of any suspected cases of the coronavirus immediately and under penalty of responsibility.

Tour camp work guide

The procedures to be followed:

General procedures within the tourist camp:

- Sterilize the entire camp before starting to receive visitors.
- Sterilize all facilities, tents, surfaces and all surfaces that are frequently touched every hour in public places and public toilets using effective disinfectants approved by the Ministry of Health.
- Raising the awareness of the workers about how rapidly the virus can spread, and how dangerous it is. Also, about what precautions the workers must take before entering the workplace.
- Obligation to provide good quality hygiene and sterilization methods for hands and distribute them appropriately within the camp, especially the entrances and exits.
- Putting instruction boards in the camp to emphasize the need to wear masks, sterilize hands continuously, and follow safety and social distancing
- Wearing the face mask and sterilizing the hands continuously by all workers in the camp in a mandatory manner and replacing the face mask continuously.
- Staff are obliged to wash their hands before work and (every 30 minutes for 20 seconds) or when needed
- Organizing the process of welcoming customers inside the facility, and ensuring that they sterilize their hands before entering the camp
- Reducing cash transactions when as much possible for bookings and the need to provide electronic payment methods.
- Carrying out tests on daily basis continuously for the employees before entering the camp
- General obligation to all public health and safety requirements in accordance with legislation.
- Operation of the camp with a maximum rate of 50% of the total capacity, for a specified period while the authority increases the percentage gradually, in coordination with the concerned authorities
- The obligation of making a daily report that includes testing the employees in terms of measuring the temperature and making sure that there are no symptoms like sneezing and coughing daily, And in the event that any worker is exposed to any health condition that prevents them from returning to work except after proving that they are free from any contagious diseases and proving that they are free of the coronavirus.

Reception:

- The reception staff must acknowledge of all safety and health protection measures according to the criteria approved by the Ministry of Health and how to deal with and apply them.
- Sterilize the guests and their luggage upon arrival at the camp
- The receptionist must inquire from each customer if they are suffering from any COVID-19 symptoms that were published by the Ministry of Health and document it
- Measuring the guest's temperatures upon entering the camp by a specialized employee
- Implementing the measures of social distancing in the tourist camp by distributing the seats in a way that guarantees the distancing between the customers in the camp and leaving a sufficient distance not less than one meter, and ensuring that there is no crowding in the reception area.
- Completion of check-in procedures for guests electronically or by using disposable pens.

The rooms inside the camp or tourist tents:

- Sterilizing all rooms and facilities before work (full sterilization) by using the specified chemicals and following the ministry of health instructions.
- Providing sanitizing equipment in rooms or tents and all hotel facilities allowed to operate during that time, so the visitors can use them throughout their stay.
- Sterilizing rooms after use by visitors, disinfecting all surfaces, and changing all bed sheets, beddings, pillow sheets, and towels after every use.
- Cleaning bed sheets, beddings, pillow sheets, and towels after every use, at 56 degrees Celsius for 20-30 minutes.
- The workers allowed to work must be in good health and not suffer from chronic diseases provided approval from the certified company doctor.
- Providing good ventilation inside all rooms and facilities.
- Not using flammable sanitizers like spray sanitizers or alcohol inside rooms and facilities.

Restaurant and kitchen:

- Food is served in the designated halls within the hotel establishment, provided that the restaurant tables are organized so that it leaves a distance of no less than two meters between the tables and one meter between each person and another on the table and the dining tables are organized accordingly (merging tables in the case of families with consideration to the spacing between people).
- Workers preparing food should oblige to personal protective equipment such as masks and continuous hand washing (replacing the face mask immediately if contaminated or moisture), head and beard cover and food safety shoes (a type that does not affect food) as well as work clothes or aprons.
- Drying and wiping must be done with disposable tissue and paper towels.
- The restaurant and all its facilities must be disinfected before supplying food and before the food preparation process.
- Providing workers with hand hygiene supplies such as liquid soaps, disinfection means and sanitary napkins at points distributed all around restaurant.
- Sterilize the dining tables after each use and provide salt and pepper on request after sterilization.
- Provide good ventilation inside all restaurants and facilities.
- Not to use flammable sterilizers such as spray sterilizers or alcohol in restaurants and facilities.
- The disinfection materials should be outside the food preparation area and the disinfection materials should be kept in a closed place.
- Putting warning signs in all facilities obligating workers to continuously disinfect themselves, and to remind the workers about distancing and to wear masks, wash hands constantly, and wash utensils.

Storage and warehouse management:

- Before receiving, the supervisor should prepare sites for storing materials (freezers, coolers, dry storage site), and the sites must be cleaned and disinfected, and the damaged materials are disposed.
- The minimum number of employees should be unloading the trucks upon arrival within social distancing rule applied which is not less than 1.5 meters between each worker.
- The supervisor must check the temperature of the refrigerated truck when receiving the materials.

- If everything meets the specifications, the employees start unloading the materials, and the receiving area must be sterilized and determined, Before bringing in the food materials to the warehouses, the secondary packaging must be removed and discarded, then and the hands should be re-sterilized and put on sterilized gloves and transfer them with clean and sterilized containers to the internal warehouses.
- When dealing with cans, as well as vegetables and fruits, they must be sterilized before being put in refrigerators.
- The supervisor and staff shall wear and change masks and sterilize hands continuously after each download or upload.
- The supervisor must emphasize the employees to follow social distancing rules within an organized manner.
- Ensure that used buses are sterile and clean perfectly after and before each use.
- Sterilization of cranes used in the transportation and loading of materials and goods after and before each use.
- The packages must be wrapped with at least two layers of plastic packaging, then the packaging must be disposed once you reach the restaurant.

Visitor Center:

- Sterilize the center before allowing visitors, including shops, bazaars and all public facilities.
- The staff and workers at the visitor center must wear masks and sterilize their hands continuously, including the stores inside the center.
- Educate workers about the virus, its severity, rapid spread, and what precautions they must take before entering the workplace.
- Obligation to provided sterilization for hands of good quality and distribute them appropriately within the visitor center, especially the entrances and exits.
- Putting informative boards in the visitor center to assure the necessity of wearing masks, sterilizing hands continuously, and following safety procedures and social distancing.
- workers and visitors must wear masks (and make sure to replace them) and sterilize their hands continuously.
- Appoint a representative of the civil defense to follow the health and safety conditions and provide him with a temperature test device for use at the entrance to the visitor center.
- The security services represented by the tourist police and Al-Badia Forces organize the entry process for visitors and citizens so that the number does not exceed half the capacity of the center.
- Organizing the entry of tourist groups to the visitor center, in cooperation with the tourist police and Al-Badia Forces.
- Shop owners inside the visitor center who deal with suppliers outside the region are obligated to inform the visitor center of the visitor's advance administration of their arrival times, and coordination with the tourist police and Al-Badia Forces in the mechanism of their entry and download their goods and taking the necessary information about them.
- Cleaning and sanitizing public utilities every hour.

- If the tourist group has a tourist guide, the guide will only finish the entry procedures and obtain the service without the need for visitors to enter.
- Specific times are approved for disbursing vehicle tickets to citizens or opening a private office, to prevent confusion with visitors and crowds.

Tours and vehicles:

- Fully sterilize the car after every tour.
- Social distancing by operating the car at 50 percent of the original capacity.
- The driver must provide sterilization materials in his vehicle.
- Obliging drivers to wear masks and gloves the entire period of work and replacing them continuously, in case of non-compliance, they will lose their right to line up and load.
- Obligation to stay inside the vehicle during the waiting period inside the visitor center and to stay away from gatherings.

General criteria:

- Periodic inspection is carried out by the personnel of the competent authorities.
- Reevaluation of the procedures for work in hotel establishments is based on reports from the committees of the competent authority and inspection visits.
- The Ministry of Health must be directly informed of any suspected cases of the coronavirus immediately and under penalty of responsibility.

Diving centres, boats and water games guide:

The procedures to be followed:

General procedures for diving centers, boats and water games:

- All surfaces, equipment, tools, games and touch points must be sanitized hourly using effective sanitizers that have been approved by The Ministry of Health.
- Raise employees' awareness in regards of the coronavirus, how fast spreading it is and the precautions that must be followed before entering the workplace.
- Making sure to provide hand sanitizing products, of good kind, and distributing it sufficiently inside the center and/or on the boats.
- Placing signboards to ensure and emphasize the importance of wearing face masks, constantly sanitizing hands, following safety procedures, and practicing social distancing
- All employees must wear face masks (replacing them regularly) and constantly sanitize their hands.
- Employees must wash their hands before proceeding to work or when the need arises, every 30 minutes and for 20 seconds each time.
- Limit the usage of banknotes in the reservation and selling process and providing and using online payment systems.
- Must perform routine "quick tests" for employees before they proceed with their daily work activities.
- Permitted labor must be in good medical (health) condition and must not suffer from any chronic diseases. All, which must be approved by the certified company doctor.
- Place daily log/proof of entry without using the fingerprint system.
- General obligation to all public health and safety requirements in accordance with the legislation in force
- The company is required to provide daily reports of employees' daily tests which include the measurement of employee's temperature, making sure there are no symptoms of sneezing and coughing visible. In the case of any employee suffering from illness, they are not to return to work unless cleared from any infectious or ongoing diseases and testing negative for the coronavirus.

Diving Centers:

- Sanitizing centers, equipment, tools, and machines used when diving and in water activities, in accordance with the Ministry of Health to know the needed materials needed in the sanitization process.
- Sanitizing products that are being rented, to limit the spread of any type of infections, these products include the regulator, the face mask, the snorkel, the buoyancy control device (BCD), and the diving suit. It must be ensured that these products are submerged fully in sanitizing products and then washed with water.
- Sterilize diving boats and their facilities/ equipment and implement spacing procedures by operating 30% of the boats' capacity, for a specified period of time. The authorities will be increasing the capacities gradually.
- Adhering to the health requirements issued by the Ministry of Health before using the swimming pools and abiding by the required quantities and types of sterilizing products. The pool must not be used in

the case of not having a fully and well-functioning mechanic system that filters and treats the water in the swimming pool.

- Sterilizing cars that are used in transporting customers to diving locations periodically after every customer transported.
- Employees must abide to sanitization procedures. This includes wearing personal protective supplies such as: face masks, gloves. Ensuring continuous replacement, and immediate replacement in the case of pollution.
- Ensuring the safety of divers and ensuring they do not show any symptoms of the coronavirus before diving.
- Taking into regard social distancing inside, and outside of the water and during diving.
- Employees must thoroughly wash their hands before touching and preparing any of the equipment.
- There must be no exchanging of diving gear before they are sterilized and washed.

Tourist boats:

- Operating the boat with 50% of the capacity and taking into consideration the social distancing in the arrangement of seating areas and tables.
- All water games on the boat must be sterilize before any use by visitors.
- Parties of all kinds are prohibited on tourist boats.
- Open buffet service is prohibited on tourist trips on boats and relying on specific food menus upon request.
- Using Single-use cutlery as much as possible, Put sterilizers and wet wipes on each dining table and put educational instructions throughout the restaurant.
- Workers who prepare food must adhere to personal protective equipment such as wearing masks and wash their hands continuously (replace the mask immediately if contamination or moisture), head cover, beard cover, and food safety shoes (a type that does not affect food) as well as work clothes or aprons.
- Hot food temperature should be more or equals 57 ° C and cold food temperature should be less or equals 5 ° C.
- Putting warning signs in the boat to obligate the workers in all facilities to continuously sterilize, keeping a distance, wear masks and wash hands.

Water sports and games:

- Water games must be sterilize after each use, especially contact areas.
- Emphasize on workers and visitors the necessity of washing and sterilizing hands before using games.
- Consider social distancing in group games and sterilizing life jackets after each use.

General criteria:

- Periodic inspection is carried out by the personnel of the competent authorities.
- Reevaluation of the procedures for work in hotel establishments is based on reports from the committees of the competent authority and inspection visits.
- The Ministry of Health must be directly informed of any suspected cases of the coronavirus immediately and under penalty of responsibility.

A guide to safety and health protection for tourist guides

The procedures to be followed:

General procedures

- The tour guide must always wear face mask and gloves, and they are also obliged to change their gloves at least 3 times a day.
- The tour guide must maintain the decided social distancing distance which is 1.5m between them and the accompanying tourists. And they are also obliged to wash their hands as many times as possible and at several times throughout the day. They are also obliged to keep a hand sterilizer and spare gloves with them during the trip.
- The tour guide must call the number '111' to inform the epidemiology committee immediately if any person accompanying him suffers from high fever, coughing, sneezing, or flu without informing or referring to the tourism office or any concerned party to follow the necessary measures provided by the epidemiology committee at the Ministry of Health
- If the guide was not able to contact the epidemiology committees, they must inform the tourist police of the suspected cases and the suspected person is therefore isolated in a specific place and it is preferable to have a private bathroom for the suspected person to use. Then the guide must alert the tourists of the importance to wear face masks and gloves immediately and alert the tourists to stay in their places without moving until the epidemiology committee are contacted.

Guest Reception

- The tour guide must inform the tourists about the importance of using face masks and gloves before entering the tourist bus or vehicle, and to focus on trying to not touch anything at all outside the tourist bus and on sites. Also, the guide must inform the tourists about the availability of hand sanitizers on each bus door and the importance of using it to get on and off the bus right after welcoming them.
- The tour guide must explain the importance of social distancing between the tourists in the group throughout the whole trip, especially when boarding the bus, where the tourists must leave a distance of 1.5 m between each individual in the same group, or a different group, or other individuals in general.
- Upon boarding the bus, the tour guide must be the first one to board the bus to guide the tourists on the way they should be sitting and take the places they're assigned to them so that everyone sits near the window at the beginning of their tour with tendency to leave empty seats as the allowable number of people in a vehicle is 50% of the original capacity.

Tours and Visits

- The guide must cover the microphone they're using in the appropriate way and prepare it for the trip/tour.
- The guide must submit copies of 'Route lists' (2 copies to each driver and submit one copy for each of: visiting places, timings, and food). It is possible to start using an electric route list once it has been prepared and agreed upon.

- The guide must check the bus and ensure its readiness using the approved procedural guide.
- The tour guide must explain the importance of social distancing between the tourists in the group throughout the whole trip, especially when boarding the bus, where the tourists must leave a distance of 1.5 m between each individual in the same group, or a different group, or other individuals in general.
- Seat rotation is cancelled during the trip. Meaning that every guest shall stick to their seat until the end of the tour and not switch seats throughout the whole trip at all.
- The guide must explain the 'Leave No Trace Behind' principle, so that the tourists take everything they want to throw in the garbage with them until they arrive at the hotel. Then they could throw it in their room's garbage bin. The guide must also explain the importance of not leaving anything in the tourist bus (e.g. empty water bottles).
- The guide must explain to the guests how the check-in at the hotel process will be carried out, according to the followed procedure in each different hotel. And the method of serving food and drink.
- The tourists shall stay on the tourist bus until the tour guide makes sure that the hotel lobby is not very crowded with other tourist groups and guests. Then after that the access into the hotel is instructed by the guide.
- The tour guide has to make sure that all tourists oblige to the public safety instructions before leaving (wearing face masks and gloves). Then the guide should proceed to re-explaining how the tourists must enter the bus and the importance of not touching anything during visits and the obligation to the social distancing of 1.5m between every individual.
- Tourist groups will be explained to traditionally, with emphasis on maintaining social distancing between members of one group and between other guests in the sites
- Emphasizing on avoiding crowded and closed places if possible during the visit.

Safety and health protection measures for Bazars and Handicrafts shops

The procedures to be followed:

Targeted facilities

Bazaars and shops selling oriental antiques, traditional industries, mosaic stone works, Dead Sea products and their derivatives, and rest houses belonging to antique shops.

General procedures

- Providing all workers and customers with hand sanitizers, disinfecting products and napkins, provided in all places of sale.
- When eating inside the facility, it is necessary to wear gloves and for the food to be covered.
- Putting signs to show the safe distance is 1.5 m at the gates entry.
- Use sterilization rooms if possible, especially in crowded places.
- Provide sterilization products at the entry and exit points for the tourist to use.
- The employees who are allowed to work must be in good health and do not suffer from chronic diseases, with a doctor approval.
- The necessity of making a daily report that includes examining the employees in terms of measuring their temperatures and making sure that they do not have any symptoms such as sneezing and coughing.
- If any employee is exposed to any medical condition, it is forbidden for them to return to work except after proving that they are free from any contagious or communicable diseases, and proof that they are free of the coronavirus, at the expense of the employer.
- Reducing as much as possible the use of banknotes in sales and encouraging the use of electronic payment methods and developing them if possible.
- Provide good natural ventilation in all rooms and facilities if possible.
- Do not use flammable sterilizers such as spray sterilizers or alcohol in rooms and facilities.
- Obliging employees to wear personal protective equipment such as face masks and gloves and to replace them continuously during working hours and immediately after being contaminated.
- Keeping the site clean, especially door handles, handrails, etc. (Finding a technique to sterilize it continuously by using a timetable to sterilize it)
- Every employee must wash their hands before starting work and every hour for 20 seconds or when it is needed.
- Employees to wear personal protective equipment such as shoe protector, face masks and gloves, and replace them continuously and immediately after it gets dirty.
- Dispose waste several times a day, especially after eating meals in the employees' break rooms.
- Sterilization of all surfaces in the store continuously.

Health facilities

- Replace electric hand dryers with paper towels.
- Clean health facilities every 30 minutes at least.
- Sterilize door handles continuously.

General Criteria

Continues inspection is carried out by specialized committees and in coordination with competent authorities.

- Working procedures in establishments will be reassessed based on the reports received from the specialized committees and inspection visits.
- Inform the Ministry of Health of any suspected cases of corona disease immediately and under penalty of responsibility.

Wish everyone safety