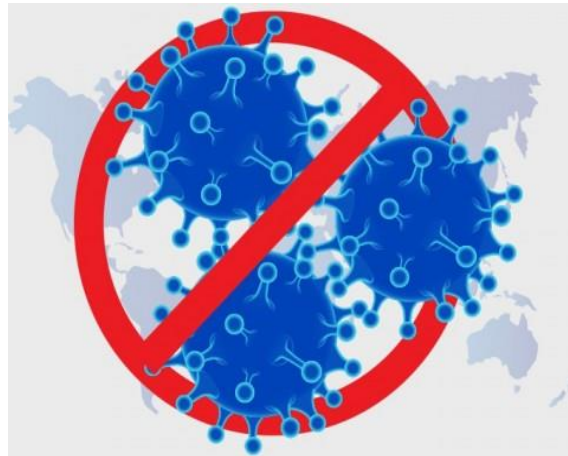




**Indonesia DMC Sustainability Collaboration  
(IDSC)**

**Guidelines on Post Covid-19 Protocol – Era New Normal  
Activity Supplier**





## PURPOSE

This manual is meant to help our suppliers understand the standard requirements of the post Covid-19 protocols. The safety audit identifies possible problems before they have an impact on the company safety. This manual is possible to be used in carrying out operational of Activity Company. This guide is a minimum standard guide that must be applied to prevent the Corona Virus. Its object is to reveal the strengths and weaknesses, to determine areas of non-tolerable risk and devise rectification measures. The safety audit will enable to ensure compliance with all current regulations related Corona Virus.

## SCOPE

Suppliers categorized as Hotels, Restaurants, Transportation and Activity, etc. Who working with Indonesian DMC Sustainability Collaboration (IDSC).

<b>Method</b>	<b>Outcome &amp; Benefits</b>
Fill the self-assessment <ul style="list-style-type: none"><li>- YES = Requirement Compliance</li><li>- NO = Requirement Not Compliance</li></ul> Send the results to IDSC Observations will be made by the audit team Recommendations and/or restrictions will be issued	Observations and recommendations Conclusions substantiated with references Minimizing risk and hazards

## WHAT YOU NEED TO PREPARE

1. Documentation of the SOP for Corona Virus
2. Your copy of the CHS protocols.
3. Your copy of Re-opening License (if any)
4. (IF APPLICABLE) prepare your copy of health declaration for guest.



**NOTES!**

*This protocol is intended as general framework, deviation may occur based on the individual situation.*

**CRITERIA** -----

The followings are points that will be inquired throughout the survey for Health & Safety standard - available in the links and shall be inspected during on-site visit. Images used are for your instance and can be altered to convey the similar message.



## ACTIVITY PROVIDER GUIDELINES

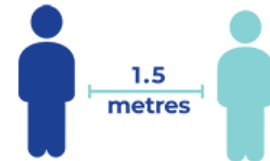
We all in tourism industry must be aware what happening now. Activity provider face a daunting and similar task about re-establishing trust with the public after the initial closures intended to flatten the surge of COVID-19 cases. Worldwide, most of them have closed. Consider re-imagining your business. Prior to COVID-19, you were an activity provider company that had safety protocols. Furthermore, they must offer explanations and advice on local measures pertaining to Coronavirus social distancing and restrictions. All of these points will now be key to generating reservations.

The first that must we do is obtained the applicable reopening license if required by local government and do retraining staffs regarding infection control, social distancing and enhanced.



### • Shared Activity

1. Social distancing at all time and limit the amount of pax to be able to do so
2. Employee keep a distance of 1.5 m from the guests
3. The completion of Health Declaration Form completed during registration for any guest. Ex: [Health Declaration Form](#).
4. All employee has a temperature check when checking in at work



Daily documented the check in in to log book or report (checking report) must every service and recorded, must be kept min. 3 weeks' time All equipment to be sprayed with disinfectant: before departing, at each stop and after

5. Before journey all guest has a temperature check. Daily documented the check in to log book/report – Checking report – must in every service – Record must keep min. 3 weeks' time



6. Upon arrival all hands (guests, drivers, guides and crew) are cleaned with hand sanitizer. Guests can use an alcohol-based hand sanitizer that contains at least 60% alcohol.
7. Water and soap available to wash hands. Washing hands often with soap and water for at least 20 seconds is essential.



8. Hand sanitizer available handout (back up health equipment)

9. Extra mask available / handout (back up health equipment)



### • Private Activity

1. Employee keep a distance of 1.5 m from the guests
2. The completion of Health Declaration Form completed during check in for any guests. Ex: [Health Declaration Form](#).
3. All employee has a temperature check when checking in at work.



Daily documented the check in in to log book or report (checking report) must every service and recorded, must be kept min. 3 weeks' time

4. Before journey all guest has a temperature check. Daily documented the check in to log book/report – Checking report – must in every service – Record must keep min. 3 weeks' time





5. All equipment to be sprayed with disinfectant: before departing, at each stop and after
6. Upon arrival all hands (guests, drivers, guides and crew) are cleaned with hand sanitizer. Guests can use an alcohol-based hand sanitizer that contains at least 60% alcohol.

7. Water and soap available to wash hands Washing hands often with soap and water for at least 20 seconds is essential.

8. Hand sanitizer available handout (back up health equipment)
9. Extra mask available / handout (back up health equipment)



- **Local Guide**

- **For arrival / departure transfer and hotel transfer**

1. Check guide's body temperature upon arrival at office. If the temperatures  $>37,3$  Celsius or above, suggest that the guest to immediately go to the nearest hospital to get a medical treatment and get medical permission before being allowed to entering office.

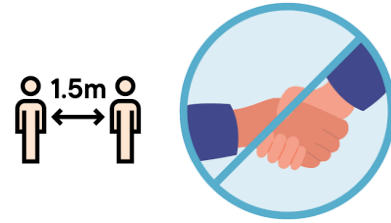


2. Ensure to check vehicle equipment is ready (Hand sanitizer, Wet Tissues, Tissues, Disinfectant, Face mask for guest, Gloves for drivers)

3. Wear face mask all the times during activity
4. Offer the guest to wear mask



5. During standby at arrival hall or hotel lobby, please keep social distancing
6. When meet with our guest at arrival hall, no shaking hands
7. Always offer hand sanitizer to the guest before entering vehicles
8. Always sanitize your hands if you assist the guest lifting their luggage into or out of the vehicle
9. Wash your uniform immediately after at the end of the day after done the assignment
10. If you feel unwell or having flu symptoms, need to inform the office and need to be replaced immediately.



As a courtesy to our guests we should not have any guide with a cough or sinusitis to be on board the same vehicle with our guests

**- For activity / excursion**

1. Check guide's body temperature upon arrival at office. If the temperatures  $>37,3$  Celsius or above, suggest that the guest to immediately go to the nearest hospital to get a medical treatment and get medical permission before being allowed to entering office.
2. Ensure to check vehicle equipment is ready (Hand sanitizer, Wet Tissues, Tissues, Disinfectant, Face mask for guest, Gloves for drivers)
3. Wear face mask all the times during activity
4. Always bring hand sanitizer during activity
5. Always offer hand sanitizer to the guest before entering vehicles





6. During standby at hotel lobby, please keep social distancing

7. When meet with our guest - no shaking hands.

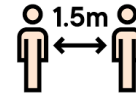


8. Do not visit any wet markets (markets with meat and/or live animals)

9. Advise guests against visiting areas where large crowds gather as the risk of infection can increase

10. Wash your uniform immediately after at the end of the day after done the assignment

11. If you feel unwell or having flu symptoms, please reach Operation department or Operation Manager to be replaced immediately. As a courtesy to our guests we should not have any guide with a cough or sinusitis to be on board the same vehicle with our guests.







## ADDITIONAL INFORMATION

### 1. About Face Mask

The WHO (World Health Organization) recommends that everyone, sick or healthy wear a cloth face mask in places where it can be hard to stay 6 feet away from others, like grocery stores. That's because studies show that people can spread coronavirus even if they don't have symptoms (called asymptomatic) or before they have symptoms (called pre-symptomatic). In fact, you might be the most contagious just before symptoms begin. When someone who has COVID-19 coughs, sneezes, or talks, they send tiny droplets with the coronavirus into the air. That's where a mask can help. A face mask covers your mouth and nose. It can block the release of virus-filled droplets into the air when you cough or sneeze. This helps slow the spread of COVID-19.

#### Masks for non-health care workers

Cloth masks are best for people who don't work in health care. Here are some tips to keep in mind when making your own or looking for handmade masks:

- You can sew the fabric, tie it around your face, or fold it around some hair ties for ear loops.
- Use at least two layers of material.
- You might add a pocket for a filter. Be sure to take it out before you wash the mask.
- Add a copper or wire ribbon on the nose of the mask to help it fit better

### HOW TO WEAR A MEDICAL MASK SAFELY

**Do's →**

Wash your hands before touching the mask. Inspect the mask for tears or holes.

Find the top side, where the metal piece or stiff edge is. Ensure the colored-side faces outwards. Place the metal piece or stiff edge over your nose. Cover your mouth, nose, and chin. Adjust the mask to your face without leaving gaps on the sides.

Avoid touching the mask. Remove the mask from behind the ears or head. Keep the mask away from you and surfaces while removing it. Discard the mask immediately after use, preferably into a closed bin. Wash your hands after discarding the mask.

Remember that masks alone cannot protect you from COVID-19. Maintain at least 1 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.

[who.int/epi-win](http://who.int/epi-win) World Health Organization

### HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

**Do's →**

Clean your hands before touching the mask. Inspect the mask for damage or if dirty.

Adjust the mask to your face without leaving gaps on the sides. Cover your mouth, nose, and chin. Avoid touching the mask. Clean your hands before removing the mask. Remove the mask by the straps behind the ears or head.

Pull the mask away from your face. Store the mask in a clean plastic, resealable bag if it is not dirty or wet and you plan to re-use it. Remove the mask by the straps when taking it out of the bag. Wash the mask in soap or detergent, preferably with hot water, at least once a day. Clean your hands after removing the mask.

A fabric mask can protect others around you. To protect yourself and prevent the spread of COVID-19, remember to keep at least 1 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and mask.

[who.int/epi-win](http://who.int/epi-win) World Health Organization



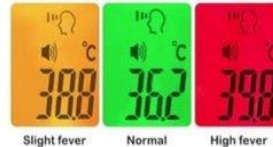
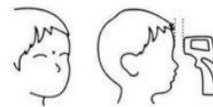
## 2. About Thermometer Gun

They are sometimes called laser thermometers as a laser is used to help aim the thermometer, or non-contact thermometers or temperature guns, to describe the device's ability to measure temperature from a distance.

That's essentially what those thermometer guns and other similar infrared body temperature measuring devices are trying to determine. You may have noticed increased use of such devices at airports and other checkpoints with the ongoing COVID-19 coronavirus outbreak. The purpose of these devices is to measure your body temperature from a bit of a distance, when sticking a thermometer in everyone's mouths or rear ends would be impractical, inappropriate, and potentially a bit disgusting.

Therefore, thermal scanners, temperature guns, and the like are better than nothing. They might help identify some people who should receive further investigation like a history and physical. To check the temperature, you just need to turn on the button and point out the thermometer towards the target body or object and the temperature reading will be displayed on your screen within a few seconds.

### Non-Contact Infrared Thermometer





### 3. About Hand Sanitizer

Hand sanitizer, also called hand antiseptic, hand rub, or hand rub, agent applied to the hands for the purpose of removing common pathogens (disease-causing organisms). Hand sanitizers typically come in foam, gel, or liquid form. Their use is recommended when soap and water are not available for hand washing or when repeated hand washing compromises the natural skin barrier (e.g., causing scaling or fissures to develop in the skin). Although the effectiveness of hand sanitizer is variable, it is employed as a simple means on infection control in a wide variety of setting, from day-care centers and schools to hospitals and health care clinics and from supermarkets to cruise ship and now in public places such as hotels, office and transportations.

Depending on the active ingredient used, hand sanitizers can be classified as one of two types: alcohol-based or alcohol-free. Alcohol-based products typically contain between 60 and 95 percent alcohol, usually in the form of ethanol, isopropanol, or *n*-propanol. At those concentrations, alcohol immediately denatures proteins, effectively neutralizing certain types of microorganisms. Alcohol-free products are generally based on disinfectants, such as benzalkonium chloride (BAC), or on antimicrobial agents, such as triclosan. The activity of disinfectants and antimicrobial agents is both immediate and persistent. Many hand sanitizers also contain emollients (e.g., glycerin) that soothe the skin, thickening agents, and fragrance.

The effectiveness of hand sanitizer depends on multiple factors, including the manner in which the product is applied (e.g., quantity used, duration of exposure, frequency of use) and whether the specific infectious agents present on the person's hands are susceptible to the active ingredient in the product. In general, alcohol-based hand sanitizers, if rubbed thoroughly over finger and hand surfaces for a period of 30 seconds, followed by complete air-drying, can effectively reduce populations of bacteria, fungi, and some enveloped viruses (e.g., influenza a viruses).





#### 4. About Cleaning Material / Disinfectant

Using the right types of disinfectants regularly on surfaces throughout your facility is critical in helping prevent the spread of colds, Flu, and other sicknesses. Since there are many types of disinfectants on the market, it's important to understand how they work – including their pros and cons— in order to make an informed decision on how to best disinfect and protect your facility and the people in it.

Sorting through information about the various types of disinfectants takes time, but it's a critical step to ensure you are making the best maintenance decision for your facility. Having the right products on hand along with a solid plan to prevent disease and infection will save effort and expense down the road, and give added peace of mind to you, your staff and any visitors that come through your doors.

Programs using a self-made bleach solution must follow the guidelines in this policy in determining the appropriate concentration of bleach for each use. The recommendations below are for commercial bleach products with 5,25 – 6,15% and 8.25% bleach concentration only. If you are using a different bleach concentration, different dilutions are required. Bleach solutions should be prepared daily to ensure their ability to safely sanitize or disinfect. When preparing sanitizing or disinfecting dilutions always add bleach to water. (This helps to avoid bleach splashes caused by adding water to bleach.) Use either the sanitizing or the disinfecting dilution as specified above.

How to make the cleaning material / own disinfectant:

1. Regular Bleach (5,25 – 6,15% sodium hypochlorite)
  - Sanitize  
Put 3 teaspoons bleach into 1-gallon water or 1 ½ teaspoons bleach into ½ gallon water.
  - Disinfect  
Put ½ cup bleach into 1-gallon water or ¼ cup bleach into ½ gallon water.
  
2. Bleach Concentrate ( 8,25% sodium hypochlorite)
  - Sanitize  
Put 2 teaspoons bleach concentrate into 1-gallon water or 1 teaspoons bleach concentrate into ½ gallon water.
  - Disinfect  
Put ½ cup bleach concentrate into 1-gallon water or ¼ cub bleach into ½ gallon water.



# Clean Safe

Follow the EEC Cleaning Guidelines

**1 CLEAN FIRST**  
Clean all non-eating surfaces, sheets, and pillowcases.  
Wash with soap and water. Rinse thoroughly.

**2 SANITIZE OR DISINFECT AS NEEDED**

**SANITIZE** eating surfaces, bibs, and pacifiers.  
Wet and wipe entire surfaces with bleach solution or commercial product\* and let surface air dry for 5 minutes to **REDUCE** germs to safer levels.

**DISINFECT** diapering and toilet areas, and when cleaning blood or vomit.  
Wet and wipe entire surface with bleach solution or commercial product\* and let surface air dry for 5 minutes to **DESTROY** most germs.

Use less-toxic, certified cleaning products when possible. Green Seal and Ecologo are reliable certifications.



## USE BLEACH SAFELY

Bleach and other cleaning products can trigger asthma attacks and may cause new cases of asthma in children and adults.

- ✓ Use bleach only when and where required by the Department of Early Education and Care (EEC) Guidelines.
- ✓ Use bleach when children are not present, if possible.
- ✓ Open windows or turn on exhaust fan when using bleach solution or commercial products.
- ✓ Do not spray bleach or cleaning products. Apply directly to cloth, not onto surfaces.
- ✓ Wear gloves when cleaning blood or vomit.

## USE BLEACH ONLY WHEN REQUIRED—

Check label for sodium hypochlorite concentration.

**AND IN THE RIGHT AMOUNT.**

Remember that Bleach Concentrate is stronger than Regular Bleach.

Mix the correct solution.

Mix bleach with cool water.

Make bleach solution fresh daily, and flush used solution down the toilet.



Follow EEC Guidelines for Cleaning, Sanitizing and Disinfecting:  
[www.raasc.gov/dph/asthma](http://www.raasc.gov/dph/asthma)

\*Refers to EPA-registered sanitizing and disinfecting cleaners without bleach. [www3.epa.gov](http://www3.epa.gov)

### REGULAR BLEACH

5.25-6.15% sodium hypochlorite

#### SANITIZE



3 teaspoons BLEACH



1 Gallon WATER



1 1/2 teaspoons BLEACH



1/2 Gallon WATER

#### DISINFECT



1/4 Cup BLEACH



1 Gallon WATER



1/4 Cup BLEACH



1/2 Gallon WATER

### BLEACH CONCENTRATE

8.25% sodium hypochlorite

#### SANITIZE



2 teaspoons BLEACH CONCENTRATE



1 Gallon WATER



1 teaspoon BLEACH CONCENTRATE



1/2 Gallon WATER

#### DISINFECT



1/4 Cup BLEACH CONCENTRATE



1 Gallon WATER



1/4 Cup BLEACH CONCENTRATE



1/2 Gallon WATER