

NEW NORMAL PROTOCOLS FOR TOURIST LAND TRANSPORT SERVICES



Tourist Transport Vehicles

Vehicles must be equipped with or include:



Markings and barriers



Complete sanitation, respiratory etiquette and overall virus prevention information



Complete emergency directory hotline numbers



Thermometer gun, basic first-aid kits, and sanitation kits for free use of passengers



Cashless payment options

Vehicles Disinfection and Sanitation

- Deep cleaning and proper disinfection and sanitation of vehicles before and after every use
- Must be well ventilated and air conditioning shall be on non-recirculated mode
- Used trash bags to be disposed of immediately upon arrival at destination
- Proper waste segregation onboard



Transport Operator / Owner



Provide training on proper use of PPE



Provision of complete PPEs and sanitation kits for all employees



Monitoring of body temperature



Provide annual check-up for drivers and staff



Ensure that all employees are updated on health concerns and other related information

Passengers



No mask no entry policy on vehicles.



Passenger exhibiting flu-like symptoms shall be immediately transported to a healthcare facility or hospital

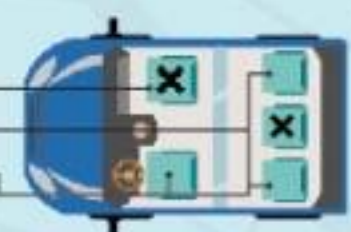


Passengers to give required information for contact tracing

Seating arrangement must comply with official guidelines set by the Department of Transportation (DOT) and Land Transportation Franchising and Regulatory Board (LTFRB):

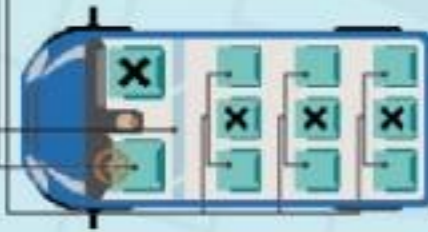
Cars/Sedan

- No passenger seated beside the driver
- Two (2) passengers at the back row with one seat apart
- No more than three (3) passengers, including the driver.



Vans

- Only two (2) passengers per row are allowed
- Only one (1) passenger for the driver's row
- A waterproof transparent barrier between the driver and the passengers must be installed



Buses

- Only 50% of the total capacity is allowed
- Passengers must be seated one (1) seat apart
- No standing passengers shall be allowed
- A waterproof transparent barrier between the driver and the passengers must be installed.



Tourist Transport Drivers



Must wear face masks, gloves with clean clothes / uniform and closed shoes



Enforce physical distancing and respiratory etiquette at all times



Frequently disinfect hands and vehicle



Accomplish itinerary or trip ticket for every trip



Any violation of these Guidelines may subject the enterprise to the appropriate fines and penalties, including revocation of its DOT Accreditation, in accordance with relevant laws, rules, and regulations.

NEW NORMAL PROTOCOLS FOR ACCOMMODATION ESTABLISHMENTS

Guest Handling Policy



Reception and Concierge

- Availability of Emergency contact numbers must be readily available
- Official up-to-date information on travel advisories
- Available Medical kit and PPE at reception desk
 - Disinfectant or wipes for surface cleaning,
 - Face mask or face shield,
 - Biohazard disposable waste bag,
 - Alcohol/sanitizer,
 - Tissue paper, napkin, or paper towel, and
 - Disposable gloves



General Common Areas

- Cleaning and Disinfection measures in common areas (e.g. lobby, restrooms, halls, corridors, elevators, etc.)
- Limiting elevator capacity by half
- All general facilities and all furnishings must be cleaned, disinfected, and wiped at least once daily.
- Trash bins must be available and accessible in all areas of the establishment.
- IEC materials on proper handwashing, respiratory etiquette, and proper use of face mask must be posted in conspicuous areas, particularly at the restrooms and other wash areas.
- Toilets and restrooms must be cleaned and sanitized regularly every two (2) hours.
- Hand-washing and toilet flushing facilities must be functional at all times

Rooms and Housekeeping

- Set up a convenient in-room dining for guests.
- Provide housekeeping staff with appropriate PPE and train them on proper use of disinfectants
- Non-washable items must be wiped with appropriate disinfecting solution.
- Washable items must be soaked using appropriate disinfecting solution for at least fifteen (15) minutes
- If the room was used by a suspected infected person, all washable items must be placed in a separate disposal bag and wash separately using hot water (70-80°C)
- All items for disposal must be disposed in sealed bags immediately.
- Only single up to double room occupancy is allowed.
- Couples or family members who share the same household may be allowed in double or twin occupancy rooms
- Provision of basic sanitation kit
- Provision of separate bins for used PPE
- Disinfection of rooms every after guests check out

Food and Beverage (F&B) Service

- Use sanitizer/alcohol upon entry and exit
- All food and beverages will be served by restaurant crew
- Grab-and-Go food station must be made available
- Reduce seating capacity per table by 50%
- Limited capacity in function venues
- Disinfection of function venues during break time or after every meeting/event

Hotel Transport Service

- A waterproof transparent barrier between the driver and the passengers must be installed.
- The driver must use proper PPE and disinfected vehicle after every use
- Basic first-aid and sanitation kits must be available
- Vehicles must have separate trash bags for disposal of sanitation items.
- Car / Sedan – no passenger seated beside the driver and only two passengers at the back row
- Vans – Only two (2) passengers per row are allowed
- Buses and coasters – standing passengers are not allowed
- Standard passenger capacity will be reduced by 50%

Business Practices & Management



- Development of an Integrated Emergency Preparedness Action Plan (IEPAP).
- Conduct of regular updates and meetings to discuss the progress of IEPAP.
- Sufficient human and economic capital to implement the action plan.
- Investment in health plans for all managers, employers and staff.
- Employment of trained health or medical staff, complete with emergency kit and equipment
- Promote of work-life balance through proper scheduling of activities and rotation of workforce.
- Provide medical consultation benefits, mental and psychological support
- Review attendance records and reports of staff's illness/es at the start of each day



Engineering & Maintenance Services

- All dishwashing and laundry equipment must be maintained in good working condition at all times.
- Concentration of disinfectant in water for consumption, swimming pools, and spas, recommended based on international standards, must be regularly maintained.
- Ensure that all kitchen equipment (freezers, chillers, dishwashing machines, etc.), and air-conditioning units are in good working condition.
- Liquid soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices must be properly maintained.
- Ventilation, air exchange, and dehumidification equipment of covered pools must be checked at least three (3) times a week.
- Condition of the filters must be regularly monitored and the proper replacement rate of indoor air must be maintained.



Kitchen Sanitation & Disinfection

- F&B personnel must strictly observe proper hygiene at all times
- Kitchen staff must wear proper PPE when handling food.
- All food contact surfaces, equipment and utensils must be washed, sanitized and rinsed before each use to avoid contamination.
- Kitchen surfaces must be properly cleaned and sanitized after every use.
- F&B personnel must strictly observe proper hygiene at all times.
- Restaurants and other dining facilities must be mindful of the direction of the airflow in arranging tables to avoid droplet transmission prompted by airconditioned ventilation.



Suppliers of Goods & Services

- All items coming in the establishment must be sanitized.
- All delivery vehicles, including those used by event suppliers, must undergo thorough disinfection procedure.
- Drivers or delivery personnel must adhere to proper sanitation procedure.
- All deliveries must be checked before entering the establishment.
- New and enhanced procedure on cleaning and sanitizing grocery items must be applied.



Management of Symptomatic Guests

- Create a holding area for symptomatic guests.
- Immediately refer guests with flu-like symptoms to the nearest hospital.
- Assure guests of assistance in case they begin to manifest symptoms such as fever and/or cough.
- Staff and personnel shall avoid employing any discriminatory action against any sick person with high fever and cough for fear of contracting or spreading the disease.
- Screen existing guests, well or sick, for fever and/or cough, and travel history using the health checklist provided by DOH.



Reportorial Requirement

- Record and analyze guest lists for persons coming from countries that have reported confirmed cases of the current disease.
- Ensure confidentiality in reporting of individuals with flu-like symptoms and/or fever and travel history to affected areas.
- Report to the DOT Regional Office with jurisdiction over their area every two weeks.



NEW NORMAL PROTOCOLS FOR DOT-ACCREDITED RESTAURANTS



Guidelines on Restaurant Management



- Fill in **Health Declaration Form** prior to every duty
- **Body Temperature Screening**
- **Training on Health and Safety Protocols**
- **Cleanliness** within the premises
- **Annual Health Checkup** for Employees
- **Reduce Seating Capacity** by 50%
- **Provision of Food Safety Apparel**



Hairnet



Face Masks



Face Shields



Gloves



Apron



Shoe Cover

Guidelines on Restaurant Configuration and Set up

- **Provision of disinfectant mats**
- **Modify seating plans** to allow 1-meter physical distancing (a 16 pax table can only accommodate 5 pax)
- If work are fixed, **alternate seats shall be marked out**
- Install **transparent dividers** at face-to-face seating tables
- **Menus** shall be placed on the counter or other conspicuous area
- **Availability of signage** on proper hygiene
- **Self-service stations, buffet and salad bars are highly prohibited**
- **Designate pick-up/take-away zones** for customers and delivery personnel
- **Provide floor markers/queue lines** to ensure physical distancing
- **Temporary suspension** of ancillary leisure facilities and amenities
- **Dispense single use items** like napkins, fork and spoon, other utensils and condiments wrapped with biodegradable packaging to the client
- **Ensure the food and beverages** are well and properly covered before serving to avoid contamination
- **Offer contactless payment** options or pay-as-you-order handed through small trays to promote less physical contact



Guidelines for Employees

- **Observe proper hygiene and grooming**
- **Wear proper protective equipment**
- **Frequent handwashing** for 20 seconds and/or use of gloves in food handling
- **Use appropriate utensils** in touching ready-to-eat food. If it requires direct contact, wash hands for 20 seconds, don gloves prior to food handling and wash hands again upon glove removal
- **Use of 70% solution based alcohol/alcohol-based sanitizers** at least every 20 minutes for front line employees (waiter, waiter)
- **No spitting** on floors, dish washing sinks and garbage bins; only in toilet washbasins and water closets
- **Maintain 1-meter physical distance** while working and during break or meal times
- Practice **"Clean As You Work"** and **"Clean As You Go"**
- **Employ rotating schedule** of staff meal times
- **Personal effects** of employees shall be placed in plastic bags stored in an area inaccessible to clients
- **No loitering** outside working station
- **Avoid chit-chatting** and unnecessary close interactions that have no relevance with work



Guidelines for Customers

- **Face masks shall be worn properly** at all times except when eating and drinking
- **Body temperature** check upon entry
- Those with **fever and flu-like symptoms shall be refused entry**
- **Notices on practice hand washing** with soap and water for 20 seconds or disinfect hands with 70% solution alcohol/alcohol-based sanitizers must be installed in visible areas of the establishment
- **Observe 1-meter physical distancing** from one another in communal areas such as dining areas, queuing areas and restrooms
- **Customers shall sanitize** their footwear using sanitizing mats before entering the restaurant
- **Provide name and contact details** in the contact-tracing log sheet of the restaurant
- **Fill in a Health declaration form** upon entry



Guidelines on Delivery Services



- **Delivery personnel shall wear face masks properly**
- **Frequent hand washing/sanitizing** before and after deliveries
- **Maintain 1-meter distance** between delivery staff and customer
- **Deliver food items** through proper insulated cover/storage
- **Separate raw foods** from-cooked and ready-to-eat foods
- **Ensure proper wrapping and packaging** for food transport
- **Frequent cleaning and sanitation** of items used for food delivery
- **Partner with online delivery platforms** services
- **Cashless payment methods** are highly encouraged



Disinfection and Sanitation Protocols

- **Deep cleaning, proper disinfection, and sanitation** within the restaurant's premises shall be done regularly
- **Frequent cleaning and disinfection of high-touch objects and surfaces** such as bars, kitchen and countertops, cashiers, menu, tables, chairs, condiment containers, toilet fixtures, etc., using the prescribed sanitizing solutions by the DOH or WHO
- **Wash and disinfect all kitchenware** even items that have not been used
- **Toilets shall be cleaned and sanitized** every two hours
- **Use gloves** for cleaning and sanitizing surfaces
- **Proper disposal** of used gloves, disinfecting wipes and facemasks
- **Implement regular pest control**
- **Porous pieces of furniture and surfaces** shall be covered with plastic sheets for ease of disinfection



Safety Measures

- **Install hand sanitizing stations**
- **Provide information materials** on preventive measures in highly visible areas
- **Place kitchen floor markers**
- **Separate dishwashing sink and hand washing basin** for kitchen staff
- **Food preparation areas are strictly off limits** to other non-kitchen employees

