

MAURITIUS PROTOCOLS FOR THE NEW NORMAL

Certified by the World Travel & Tourism Council

GENERIC MEASURES APPLICABLE FOR ALL ENTERPRISES AND ACTIVITIES (EXCEPT NAUTICAL ACTIVITIES)

Business

1. Daily Screening of body temperature of employees with a thermal gun prior to entering the office.
2. Provision of hand sanitizers to employees and clients prior at all strategic areas including entrance reception desk and common areas. Briefing on mandatory sanitary requirements (such as wearing of mask, amongst others) to employees prior to engaging into any activity.
3. Employees having body temperature above 37.8C or displaying symptoms of the COVID-19 should not be allowed to engage in any activity and should immediately be referred to the nearest hospital.
4. Signage to inform clients that they will not be allowed access in the establishment/premises in the event they have high body temperature or display symptoms of COVID-19.
5. Privilege the use of contactless attendance.
6. Cleaning and disinfection of premises/site and duly record same in a logbook.
7. Provision of protective equipment (masks, gloves, hand sanitizers, amongst others) in appropriate quantity in line with their duties.
8. Establishment of a protocol for suspected cases of COVID-19 and communication to all employees.
9. Setting up of an isolation room/area to be dedicated for suspected cases of COVID-19 (wherever applicable).
10. Ensure that Contractors/service providers across the supply chain operate in line with sanitary requirements.
11. Affixing of signage/posters in a conspicuous manner for information of employees

and clients (hand washing techniques, location of hand sanitizer dispensers, etc)

12. Daily cleaning and disinfection of changing rooms and all related amenities and limit the number of employees inside the changing room at one time. Hand and face towels to be replaced by paper towels or cloth towel should be used only once and then washed.
13. Staff should use their personal bottles at water dispensers.
14. Implement staggered break/lunch time for employees to prevent overcrowding of the mess.
15. Privilege ventilation of premises with fresh air and reduce the use of air conditioning as far as practicable.
16. Implement video conferencing meetings rather than face-to-face meetings where possible.
17. Provision of hand sanitizer dispenser at the cashier desk to enable clients to sanitize their hands prior to using the card machines.
18. Staff to monitor guests, during their stay/activity.
19. Ensure strict compliance with regulations / mandatory measures imposed by the Government at all times.
20. Encourage cashless payment transactions.
21. A logbook of the important actions and measures carried out and to record them in enough detail (e.g. including date and time a disinfectant was used, by whom, where, etc.). This logbook can be used to improve the actions implemented.
22. Arrange for guests with respiratory symptoms to stay in their rooms until they are seen by a doctor.
23. In suspected cases of COVID-19 among guests or employees, the person shall be isolated and the Ministry responsible for Health be immediately contacted for initiation of Government's protocols.

Staff

1. In case of manual attendance, employees to use their own pens.
2. Hand sanitizer dispensers to be refilled on a regular basis.
3. Covered pedal bins to be closed/covered at all times. Hands should be washed or disinfected after use.
4. Briefing on mandatory sanitary requirements (such as wearing of mask, amongst others) to guests prior to engaging into any activity. Mandatory sanitary measures should be communicated to guests at time of reservation and on their booking vouchers.

5. Wherever cash transactions are being carried out, the cashier should be wearing gloves. Credit Card machine should be wiped/disinfected after each use.
6. Staff should wear their masks at all times and avoid physical contact.

Client

1. Comply with sanitary requirements of the enterprise.
2. Wash hands and use hand sanitisers regularly.

NOTE:

- In addition, licensee should abide by the specific measures for the respective activities as below.
- Full compliance to all measures is required.
- Non-compliance with set of conditions may entail suspension of licence.

ADDITIONAL MEASURES FOR HOTELS

General Technical Measures

1. Water disinfection - It is necessary to maintain the concentration of disinfectant in water for consumption and in pools or spas within the limits recommended according to international norms and standards, preferably at the upper limits of the range.
2. Dishwashing and laundry equipment - The proper functioning of dishwashing and laundry equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.
3. Air-conditioning - Attention should be given, as in normal circumstances, to monitoring the condition of filters and maintaining the proper replacement rate of indoor air. The proper functioning of ventilation, air exchange, and dehumidification equipment of covered pools should be checked.
4. Dispensers - Regular checks should be carried out to ensure the proper functioning of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices. Defective units should be rapidly repaired or replaced. The hotel action plan should include installing units to dispense disinfectant gel in the different areas of the hotel, including the public restrooms used by guests and by staff, and high traffic areas (e.g. entrance to the dining hall, restaurants, and bars).

Measures for transport arrangements

1. Cleaning and disinfection of vehicle (staff transport, buggies and taxis) after each use.
2. Driver to wear face masks whenever conveying staff.
3. Provision of hand sanitisers in the vehicle.
4. All passengers to wear face masks at all times when in the vehicle.
5. Employees using their own means of transport should ensure that their vehicle is disinfected.

Reception

1. Reception desk staff, if possible, should not have any underlying health condition.
2. Employees at the front office should provide guests with information regarding the health and hygiene measures implemented.
3. The reception desk should have the telephone numbers of the health authorities, flu clinics, medical centres, public and private hospitals for use whenever there is the possibility that a guest may be ill.
4. The reception desk should have a medical kit that includes the following items:
 - Germicidal disinfectant/wipes for surface cleaning
 - Tissues.
 - Face/eye masks (separate or combined, face shield, goggles). Note that disposable face masks can only be used once (see Advice on the use of mask).
 - Gloves (disposable).
 - Protective apron (disposable).
 - Full-length long-sleeved gown.
 - Biohazard disposable waste bag.

Public/Common Areas

Public and common areas should be given special consideration and should be cleaned and disinfected as a general preventive measure during the entire COVID- 19 epidemic. Special attention should be given to objects that are frequently touched such as handles, elevator buttons, handrails, switches, doorknobs, etc. Cleaning staff should be instructed accordingly.

Shop

1. Daily cleaning and disinfection of shop prior to start of operations.
2. Depending on the size of the shop, number of guests inside the shop at one time should be limited to ensure social distancing.
3. Guest should not touch items as far as possible.

Toilet(s) in public areas

Frequently used facilities/amenities such as handles, handrails, switches, doorknobs, should be disinfected regularly.

Elevators/Lifts

1. Cleaning and disinfection of lifts, lift buttons and railings on a regular basis.
2. Hand sanitizer to be made available at entrance of lifts.

Housekeeping

1. Housekeeping staff to wear protective equipment when cleaning rooms. New set of gloves should be used for each room.
2. Suspension of programmes where guests can voluntarily forego housekeeping services in the spirit of maximizing health and safety.
3. Cleaning and disinfection of rooms on check-out prior to welcoming of new guests.
4. Training of cleaning staff on the use of personal protection equipment (PPE) such as:
- Gloves - Disposable gowns - Closed shoes – aprons, face shield wherever applicable.

Swimming pools

1. Limit the number of guests allowed in the swimming pool at any one time.
2. Regular cleaning and disinfection of handrails, transats and other furniture/ accessories.
3. It is necessary to maintain the concentration of disinfectant in in pools within the limits recommended according to international norms and standards, preferably at the upper limits of the range.

Boathouse

Please refer to the detailed COVID-19 measures for nautical activities.