



SAMPAN'S COVID-19 POLICY

OUR PARTNERS: GROUNDHANDLERS, SPECIALIST PROVIDERS & GUIDES

In order to protect our guests from the risk of developing COVID-19, Sampan requests that our Partner Groundhandlers, Specialist Providers & Guides carry out the following precautions.

Training

1. Create and implement staff protocols and guidelines for tour guides, drivers and other operations personnel.
2. Provide staff with the tools and information necessary regarding enhanced hygiene measures and infection control such as physical contact, sharing of food and utensils, appropriate attire, and the use of masks and gloves as recommended by local health authorities.
3. Ensure that key stakeholders such as partner venues and sub-contractors have trained their staff on the basis of similar protocols to enable a consistent approach.
4. All training should be informed by the latest advice from MoHS, MoHT, WHO or similar authority.

Customer Care: Sanitation, Personal Hygiene & Physical Distancing

1. Welcome clients using a traditional *wai* greeting (ie hand palms together and a small bow) or similar to minimize physical contact and maintain social distancing.
2. Guides to give a proper briefing to the clients on the measures taken to prevent the spread of COVID-19 and request them to cooperate.
3. Cleaning
 - o Use of disinfecting products as approved by health authorities

SAMPAN TRAVEL CO., LTD.

Level 3, 99 Condo A-B, Dhamazedi Road, Kamayut Township, Yangon 11041, Myanmar
enquiries@sampantravel.com
+95 (0) 9440 647 312



-
- Regular cleaning with a specific focus on high-frequency touch points, including handrails, door handles, tables, toilets, air conditioning remote controls, overhead lockers and headsets if applicable.
 - Ensure hand-sanitizer and / or soap is available.
 - On coaches, allocated seating plans with no rotation. Implement seat spacing if required by local legislation.
 - At restaurants, guides are to wipe down any tables and chairs not already sanitized by restaurant / food vendor. Communal sharing of food to be avoided.
 - Make it easy to dispose of trash securely.
 - Liaise with transport partners to ensure that they have likeminded procedures for sanitation, disinfection and deep cleaning practices.
4. Promote frequent hand washing among staff and passengers. Provide hand sanitizers with at least 60% alcohol to be available for passengers and staff at all possible times.
 5. Travellers and staff are encouraged to wear masks and / or face shields. Masks can be provided to guests if required.
 6. Allow for physical distancing as much as possible. Avoid crowded and enclosed places.
 7. Protect stationary staff from infection with the use of barriers, covers and physical distancing.

Vehicles

1. Supply a mask and hand sanitizer with 60 percent alcohol to the vehicle driver and crew. Encourage regular hand-washing.
2. Driver should wear mask at all times.
3. Driver should communicate all hygiene precautions to guests (if there is no guide.)
4. Hand sanitizer should be available for guests at all times.



5. Option available to open windows to allow air flow.
6. On tour days, drivers should avoid all restaurants and other areas that they do know have been cleaned and sanitized according to MoHS standards. They should also attempt to avoid crowded areas on tour days.

Sites

1. Large gatherings should be avoided.
2. Clients with symptoms such as fever or a new and persistent cough, should not attend events or popular sites and attractions.
3. Body temperature to be taken upon entry. Those with high body temperature not to be admitted.
4. Posters and pamphlets on display to share information and hygiene precautions.
5. Arrange water and soap or hand sanitizer for guests to wash hands easily.
6. Must inform the nearby health center and receive help from local health authorities if clients displaying persistent symptoms of COVID-19. Open and regular communication with Sampan and clients throughout.

Monitoring

1. Tour Guides & Leaders
 - o Look out for symptoms such as coughing and sneezing, difficulty breathing and shortness of breath, and fever.
 - o If there are persistent symptoms (temperature over 38°C, difficulty breathing etc.), report to the Ministry of Health and Sport or local health authority (MoHS). Open and regular communication with Sampan and clients throughout.

SAMPAN TRAVEL CO., LTD.

Level 3, 99 Condo A-B, Dhamazedi Road, Kamayut Township, Yangon 11041, Myanmar
enquiries@sampantravel.com
+95 (0) 9440 647 312



2. Response to the COVID-19 suspect

- Always have to hand up-to-date information related to quarantine centers and quarantine areas for those ill or showing symptoms.
- Following government instruction and that of local health authorities.
- Open and regular communication with Sampan and clients throughout.

These guidelines have been based on regulations drawn up by the Myanmar Ministry of Hotels and Tourism (MoHT), the World Travel and Tourism Council, and the “Tour Care” Guidelines created by the Canadian Association of Tour Operators (CATO), the European Tourism Association (ETOA), and the United States Tour Operators Association (USTOA).

August 2020

SAMPAN TRAVEL CO., LTD.

Level 3, 99 Condo A-B, Dhamazedi Road, Kamayut Township, Yangon 11041, Myanmar
enquiries@sampantravel.com
+95 (0) 9440 647 312