



## SAMPAN'S COVID-19 POLICY

### *OUR PARTNERS: HOTELS and BOATING & CRUISES*

*So to protect our guests from the risk of developing COVID-19, Sampan requests that our Partner hotels and boating & cruises carry out the following precautions.*

#### Communication & Training

##### 1. Action Plan

- The management should establish an action plan tailored to the situation and implement it in accordance with the recommendations of local and national public health authorities with the aim to prevent cases, effectively manage cases, and mitigate impact among clients and staff.

##### 2. Training & Awareness

- Staff (and in particular management) should be aware of the latest developments of the pandemic, as well as latest advice from WHO and regulations from local authorities.
- Reception staff should be capable of informing guests who inquire about the establishment's policy. In particular, preventive measures established or other services that guests may require (for example, medical and pharmacy services available in the area or at the establishment itself).
- The reception desk should have immediately available the telephone numbers of the health authorities, medical centres, public and private hospitals, and assistance centres for use whenever there is the possibility that a guest may be ill.

##### 3. Signage

- COVID-19 information posters should be displayed in public areas.



## Personal Protection Equipment

1. Masks & Face Shields
  - Staff are instructed to wear mask and face shields when appropriate. This includes when travelling to and from their workplace.

## Distancing

1. Staff on Staff
  - Staff must refrain from hugging, kissing, or shaking hands with other members of staff.
  - Shifts should be set-up so that staff come into contact with a minimum number of other staff members.
  - When possible, staff should be allowed to work remotely.
  - If sleeping on-site, staff should be at least 6 feet apart.
2. Staff on Guests
  - Recommended for screens to be erected at places such as reception and bar.
  - Staff must refrain from hugging, kissing, or shaking hands with guests. A traditional *wai* greeting (ie. two hand palms together and small bow) should be used instead of shaking hands.
3. Guests on Guests
  - Seats should be at least 6 feet apart from each other for guests in public areas.
  - Demarcations on floor to assist guests keeping to physical distancing.
  - A maximum of four people in the elevator. Those using the elevator should be encouraged to keep to four corners of the elevator. Marks on the ground can assist.

## Cleaning & Hygiene

1. Personal Hygiene & Etiquette
  - Staff to clean hands thoroughly upon entry and exit of premises. Also, upon entry and exit of staff ferry if provided.



- Have enough wash basins at the entrance of the hotel for guests to wash with soap or hand gel with 70% alcohol. The same in all bathrooms and restrooms. The same is required for guests upon entering dining area.
- Staff and guests should be encouraged to avoid touching eyes, nose, and mouth.
- Hand disinfection is indicated after exchanging objects (money, credit cards) with guests.
- Respiratory etiquette to be applied. This means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.

## 2. Cleaning

- Reception counters and tables must be washed with soap and water or 70% alcohol spray on a regular basis.
- Proper and regular disposal of trash.
- In the dining room, high-touch spots (tables, seats, door handles) to be washed with soap or with 70% alcohol spray on a regular basis. The coffee machines, soda machines, and others that are used frequently should be cleaned and disinfected at least after each service and more often if necessary.
- Bedrooms should be disinfected and floors cleaned daily.
- All rooms and common areas should be ventilated daily.

## 3. Keys

- Keys are given to the guests after being disinfected.

## Maintenance

### 1. Dishwashing and laundry

- The proper functioning of the dishwashing and laundry equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.

### 2. Personal Hygiene 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.

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## Shielding

1. High-risk individuals
  - Extra precautions should be made for staff who are elderly or have underlying health conditions.

## Monitoring

1. Temperature Checks
  - To measure temperature of staff regularly.
  - Guests to be checked before entering the premises and when entering dining areas.
2. Vehicles
  - Vehicles on premises should be monitored.
3. Travel information
  - Record the visitor's travel history and return destination.
  - Record travel history of returning staff.
4. Suspected Cases
  - It is advisable to monitor potentially ill guests in the establishment. Reception staff should note all relevant incidents that come to their knowledge, such as requests for doctor's visits. This information will aid guests through appropriate advice, facilitating early detection, and rapid management of potential cases with local health authorities. They must treat all this information with discretion.
  - Housekeeping and cleaning staff should inform the management or the reception desk of any pertinent incidents, including potentially sick guests in their rooms. They must treat all this information with discretion.
  - Report to the relevant department if any staff member has symptoms of Covid-19.



## 5. Contaminated Areas

- Any surfaces that becomes soiled with respiratory secretions or other body fluids of the ill person(s), e.g. toilet, handwashing basins, and baths should be cleaned with a regular household disinfectant solution
- Cleaning equipment made of cloths and absorbent materials – e.g. mop-heads and wiping cloths – should be thrown away after use.
- Textiles, linens, and clothes should be put in special, marked laundry bags and handled carefully to prevent raising dust, with consequent potential contamination of surrounding surfaces or people. Instructions should be given for washing them in hot cycles (70°C or more) with the usual detergents. All used items must be handled appropriately to mitigate the risk of potential transmission. Disposable items (hand towels, gloves, masks, tissues) should be placed in a container with a lid and disposed of according to the hotel action plan and national regulations for waste management.

*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).*

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