



SAMPAN'S COVID-19 POLICY

OUR PARTNERS: RESTAURANTS

So to protect our guests from the risk of developing COVID-19, Sampan requests that our Partner restaurants carry out the following precautions.

1. Guidelines for the owners and managers

- Allow only those whose body temperature is under 38' C/100' F to enter.
- For those who do not come prepared, mask or face shields must be on sale at a reasonable price.
- Be sure to have water, soap, and hand sanitizer at the entrance. Ensure customers wash their hands before entering.
- Make sure that the areas where the customers enjoy food is well-ventilated and aired at least once a day.
- Screens must be on hand to place between customers and tables must be at least one metre apart.
- Must arrange to have single-use tissues on every table.
- Buffet, self-service and coffee and other drinks machines should be operated by staff, not customers.
- Menus should not be handled by customers or they should be disinfected between handling by customers.
- Communicate awareness of COVID through posters.
- Be sure to have hand gel (of at least 70% alcohol) inside the restaurant and soap and water always available in the restrooms.
- If the restaurant operates with cash payment there should be a screen in front of the cash payment counter. Online or contactless payment system is encouraged.

2. Guidelines for middle management

- Ensure that staff have their temperature checked upon arrival.

SAMPAN TRAVEL CO., LTD.

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- If staff have symptoms such as fever, cough, sneezing, breathing difficulty and fatigue, they must not come to work and seek medical attention as required.
- As much as possible, ensure social distancing of at least one metre between staff and customer.
- Staff must wear mask at all times. They should wear disposable aprons or clean their work clothes between each shift.
- Must supervise the staff in personal hygiene.
- Respiratory etiquette to be enforced: Cover mouth and nose with elbow when sneezing or coughing or use tissues to cover mouth and then dispose of tissue immediately.
- Waitering and customer-facing staff should not be assigned cleaning and trash-clearance duties.

3. Guidelines for kitchen staff

- The chefs and assistants must wear disinfected clothing upon entering the kitchen. Masks and caps should be worn at all times; aprons and gloves when appropriate.
- The chefs and assistants must wash their hands often and systematically for 20 seconds.
- All kitchen space and all kitchen equipment must be cleaned before and after use.

4. Guidelines for the customers

- Must not enter if they have symptoms such as fever, sneeze, cough, breathing difficulty, and fatigue.
- Can only enter if wearing mask.
- The customers must begin their meal only after applying soap or hand gel (which contains at least 70% alcohol) if they have touched table surface and furniture with their hands.
- Must wash hands with water and soap after using the restroom.

5. Cleaning guidelines

- Coronavirus can live on the high-touch places and surfaces such as door handles, staircase banisters, cash payment counter, tables, chairs, and equipment. Therefore these areas must be cleaned regularly with disinfectant.
- Regular cleaning of coffee/drinks machines.
- Trash must be regularly thrown-out.

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- Must systematically wash hands after cleaning the trash with hands.
 - Must often clean the restrooms.
 - Must disinfect the walls, floor and furniture when the restaurant is closed.

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).

September 2020

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