

*Standard Operating  
Procedures for*

*[Tour Operator Name]*

***9 Point Checklist for Gold Standard Recognition  
Program***

*The below is a sample template to guide Tour Operators in developing the Standard Operating Procedures (SOP) to obtain a Gold Standard Recognition.*

Name of Tour Operator Company \_\_\_\_\_

Tour Operator license # \_\_\_\_\_

## 1) Appoint a Tourism Gold Standard Manager

1) Contact information of the appointed Gold Standard Manager

- Name \_\_\_\_\_
- Phone \_\_\_\_\_
- Email \_\_\_\_\_

2) Name of Alternate Gold Standard Manager

- Name \_\_\_\_\_
- Phone \_\_\_\_\_
- Email \_\_\_\_\_

3) Duties and responsibilities of the Gold Standard Manager

- Ensure that all tour guides have done the 5 training sessions
- Ensure that all tour guides know the procedures on how to handle a symptomatic case.
- Ensure that all logs are being followed on each tour
- Conduct spot checks on tours to ensure all protocols are being followed
- Ensure all guides have PPE and disinfecting/ sanitizing equipment
- Liaise with Ministry of Health on any symptomatic employee or guest, update Health app and provide any logs necessary for contact tracing
- Ensure that Tour Operator's SOPs are reviewed and modified as necessary
- Implement corrective actions when staff and guests are non-compliant with protocols
- List Others:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

- 
- 
- 4) Dates of training done by Gold Standard Manager and Alternate
- i. For reference [click here](#) for link to training videos

Training	Date and signature attended by Gold Standard Manager	Date and signature attended by Gold Standard Manager Alternate
Introduction to BTB Tourism Gold Standard for tour Operators		
Tourism Gold Standard Program Manager training		
Enhanced Safety Procedures for Tour Operators		
Sanitizing and cleaning guidelines for Tour Operators		
How to handle suspected case of COVID-19 among staff and guests		
Other		

## 2) Implement Monitoring and Reporting

### 5) Monitoring

- Employee checks:
  - i. If employee is sick, he should not come to work and report to Program Manager.
  - ii. Every tour guide and employee's temperature will be checked every day before a tour and logged at the staff entrance.
  - iii. Every tour guide and employee will be asked the following questions:
    1. Have you been in close contact with a suspected or confirmed case of COVID 19?
    2. Are you experiencing a cough, shortness of breath or sore throat
    3. Have you had a fever in the last 48 hours?
    4. Have you had a loss of smell or taste?
    5. Have you had any vomiting or diarrhea in the last 24 hours?
    6. Does anyone in your immediate household present these symptoms?

iv. If multiple answers are yes, the employee will be isolated and the response plan will be activated.

- Guests
  - i. All guest's temperatures will be taken before going on tour and logged.
  - ii. Any symptomatic guest will be isolated and the response plan will be activated.
- Vendors and supplier's temperature will be taken and logged prior to entrance into office. No outside visitors will be allowed without being checked and logged entry.
- Security personnel and all staff will report any observations of guests and staff that appear to be symptomatic or non-compliant with protocols.
- All will be observed for the following symptoms and reported:
  - i. Less serious symptoms
    - 1. Fever
    - 2. Dry cough
    - 3. Headache
    - 4. Conjunctivitis
    - 5. Tiredness (prior to tour activities)
    - 6. Loss of taste and smell
    - 7. A rash on skin or discoloration of fingers or toes.
    - 8. Aches and pains
    - 9. Sore throat
    - 10. Diarrhea
  - ii. Serious symptoms
    - 1. Difficulty breathing or shortness of breath
    - 2. Chest pain or pressure
    - 3. Loss of taste and smell



- iii. Any symptom will be communicated via the Ministry of Health App, the hotline 0-800-MOH- CARE



- 6) For reference of reporting: [Click here](#) to download sample logs or attach image if you already have logs.

- Logs attached:
  - i. Employee temperature log
  - ii. Tour log template
  - iii. COVID-19 symptomatic log template
  - iv. Vendors and Suppliers tour log
  - v. Employee shift log template
  - vi. Provide reservations and guest log template.
  - vii. Other

### 3) Ensure Social Distancing Protocols

- 7) Attached are pictures of social distancing in all of the below areas. **For reference ensure to include x markers with tape/ stickers to show standing areas and signage for guests where applicable.**
- Place in strategic locations such as:
    - i. Reception area in office
    - ii. Check in counters
    - iii. Loading areas

- iv. Vehicle with partitions
- v. Others that requires 6 ft distancing

*Attach images*

#### 4) Implement Enhanced cleaning and Sanitization

1) Staff

- All employees will be provided a hand sanitizer for daily use
- All staff will wear masks and/or face shields
- All staff will wear gloves when handling equipment

2) Below are logs for tracking of enhanced cleaning and sanitation. **For reference use below samples or attach image if you already have logs.**

- Cleaning and disinfecting time log fleet

Vehicle	Employee	Date	Time	Signature
Ex- Vehicle C-1967	John Doe	Dec 10, 2020	5:15pm	-

- Cleaning disinfection equipment

Equipment	Employee/ Company	Date	Time	Signature
Snorkel masks	John Doe	Dec 10, 2020	5:15pm	-

- Cleaning disinfection office space

Office	Employee/ Company	Date	Time	Signature
Reception desk	John Doe	Dec 10, 2020	5:15pm	-
Loading area				-
Bathroom				-

3) Below is a checklist of high touch point of different areas and how to clean each respectively. **For reference below are some suggestions or attach images of checklist for each area to be cleaned.**

- Office Area-

AREA	HOW TO CLEAN	EQUIPMENT NEEDED	Frequency	CHECK IF COMPLETED
Counter check in areas	Designated rag with bleach and water, make	Gloves, rag, spray bottle with mixture	After every guest	✓

	<i>sure bleach mixture is no more than 3 days old.....</i>	<i>of 2 parts water 1 part bleach</i>		
<i>Computer, credit card machines, keyboard, mouse, calculator, etc</i>				
<i>Door knobs</i>				
<i>Phone system</i>				
<i>Credit Card system</i>				
<i>Waiting area chairs</i>				
<i>Check in counters</i>				
<i>Other</i>				

- *Loading areas*

<i>AREA</i>	<i>HOW TO CLEAN</i>	<i>EQUIPMENT NEEDED</i>	<i>Frequency</i>	<i>CHECK IF COMPLETED</i>
<i>Seating areas</i>	<i>Designated rag with bleach and water, make sure bleach mixture is no more than 3 days old, or spray with chemicals....</i>	<i>Gloves, rag, spray bottle with mixture of 2 parts water 1 part bleach</i>	<i>After every guest</i>	<i>✓</i>
<i>other</i>				

- *Transportation vehicle*

<i>AREA</i>	<i>HOW TO CLEAN</i>	<i>EQUIPMENT NEEDED</i>	<i>Frequency</i>	<i>CHECK IF COMPLETED</i>
<i>Door handles</i>	<i>Designated rag with bleach and water, make sure bleach mixture is no more than 3 days old,</i>	<i>Gloves, rag, spray bottle with mixture of 2 parts</i>	<i>After every guest use</i>	<i>✓</i>

		<i>water 1 part bleach</i>		
<i>Seats</i>	<i>Sanitizing interior with warm water and soap, scrub then vacuum upholstery. If seats have plastic, then a bleach solution mixture can be sprayed and wiped down.</i>	<i>Gloves, soap, water, bucket, scrub, rag, vacuum; or bleach, rag, gloves</i>	<i>After every guest use</i>	
<i>Windows</i>				
<i>Window buttons</i>				
<i>Air condition vent and controls</i>				
<i>Other</i>				

- *Transportation boats*

<i>AREA</i>	<i>HOW TO CLEAN</i>	<i>EQUIPMENT NEEDED</i>	<i>Frequency</i>	<i>CHECK IF COMPLETED</i>
<i>Seating area</i>	<i>Hose down with soap and water, add bleach mixture for added sanitization for exterior.</i>	<i>Gloves, rag, spray bottle with mixture of 2 parts water 1 part bleach.</i>	<i>After every guest use</i>	<i>✓</i>
<i>Captain's Chair</i>				
<i>Steering wheel and driver controls</i>				
<i>Handle rails</i>				
<i>Cooler</i>				
<i>Cushions boat seat</i>				
<i>Other</i>				

- Restroom

AREA	HOW TO CLEAN	EQUIPMENT NEEDED	Frequency	CHECK IF COMPLETED
Door handle	Hose down with soap and water, add bleach mixture for added sanitization	Gloves, rag, spray bottle with mixture of 2 parts water 1 part bleach	Hourly	✓
Sink and faucet				
Floor				
Soap dispenser				
Toilet paper dispenser				
Toilet				
Light switches				

- Equipment

AREA	HOW TO CLEAN	EQUIPMENT NEEDED	Frequency	CHECK IF COMPLETED
Tubes	Hose down with soap and water, add bleach mixture for added sanitization	Gloves, rag, spray bottle with mixture of 2 parts water 1 part bleach	After every guest use	✓
Dive tanks	Note details in annex.			
Snorkel masks				
Fishing rods				
Other				

4) Provide inventory list of cleaning material and PPEs

ITEM	QUANTITY
Surgical Masks	150
Gloves(box of 50 pairs)	151
Bleach1 gallon	5
Baceteria killing agents chemicals	
Sprayers	

5) Attached are images of PPE and cleaning equipment

*Attach images*

6) Disposal of waste

- All employees will wear protective gloves and face masks when handling trash. Trash bins will be lined with bags and tied off securely when full.
- All bags with possible contamination will be sealed in red bag and disposed separately.

## 5)Develop a Response Plan

7) All staff must follow the following steps to deal with symptomatic guest

- Check in at the office
  - i. isolate guest at designated location at site or isolate at \_\_\_\_\_
  - ii. contact the Program manager (Program Manager will contact Hotel, MOH or Cruise Port.)
  - iii. put symptomatic guest into separate vehicle to transport to hotel/ cruise line or if symptoms are severe organize with MOH to be taken to medical facility
  - iv. update logs of COVID-19 case
  - v. disinfect and sanitize vehicles and equipment used on tour
  - vi. log cleaning of all vehicles and equipment
- On tour

- i. isolate guest at designated location at site or isolate at \_\_\_\_\_
  - ii. contact the Program manager (Program Manager will contact Hotel, MOH or Cruise Port.)
  - iii. put symptomatic guest into separate vehicle to transport to hotel/ cruise line or if symptoms are severe organize with MOH to be taken to medical facility
  - iv. update logs of COVID-19 case
  - v. disinfect and sanitize vehicles and equipment used on tour
  - vi. log cleaning of all vehicles and equipment
- Closest medical facility identified
  - i. \_\_\_\_\_
  - ii. \_\_\_\_\_
- Additional notifications
  - i. Embassy
  - ii. Hotels
- PPE to be used when dealing with a symptomatic or positive case



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## COVID-19 Safe ways of working

# A visual guide to safe PPE

**General contact with confirmed or possible COVID-19 cases**

- Eye protection to be worn on risk assessment
- Fluid resistant surgical mask
- Disposable apron
- Gloves

**Aerosol Generating Procedures or High Risk Areas**

- Eye protection eye shield, goggles or visor
- Filtering facepiece respirator
- Long sleeved fluid repellent gown
- Gloves

**General Instructions:**

- Clean your hands before and after patient contact and after removing some or all of your PPE
- Clean all the equipment that you are using according to local policies
- Use the appropriate PPE for the situation you are working in (General / AGPs or High Risk Areas)
- Take off your PPE safely
- Take breaks and hydrate yourself regularly

For more information on infection prevention and control of COVID-19 please visit:



## 6)Ensure Clear and Consistent Communication

8) Publicized Standard Operating Procedure can be found on website

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9) Tour policies

- All tours will be executed with the safest measures in all efforts to reduce risk for guests and employees.
- Masks required at all times, with only exceptions:
  - i. On a high intensity tour where the guide is 6 feet apart. For example- hiking, rappelling.
  - ii. Snorkeling
  - iii. Once guest is seated in a restaurant to eat
  - iv. Beach once sufficient distance is maintained from other guests.
- Booking will be flexible to accommodate payment reimbursements should a guest become symptomatic prior to tour and not able to take the tour.

10) Guest Communication Plan

- Draft email that will be sent to guests to explain protocols, reimbursements and expectations on tour

Sample email

Dear Guest,

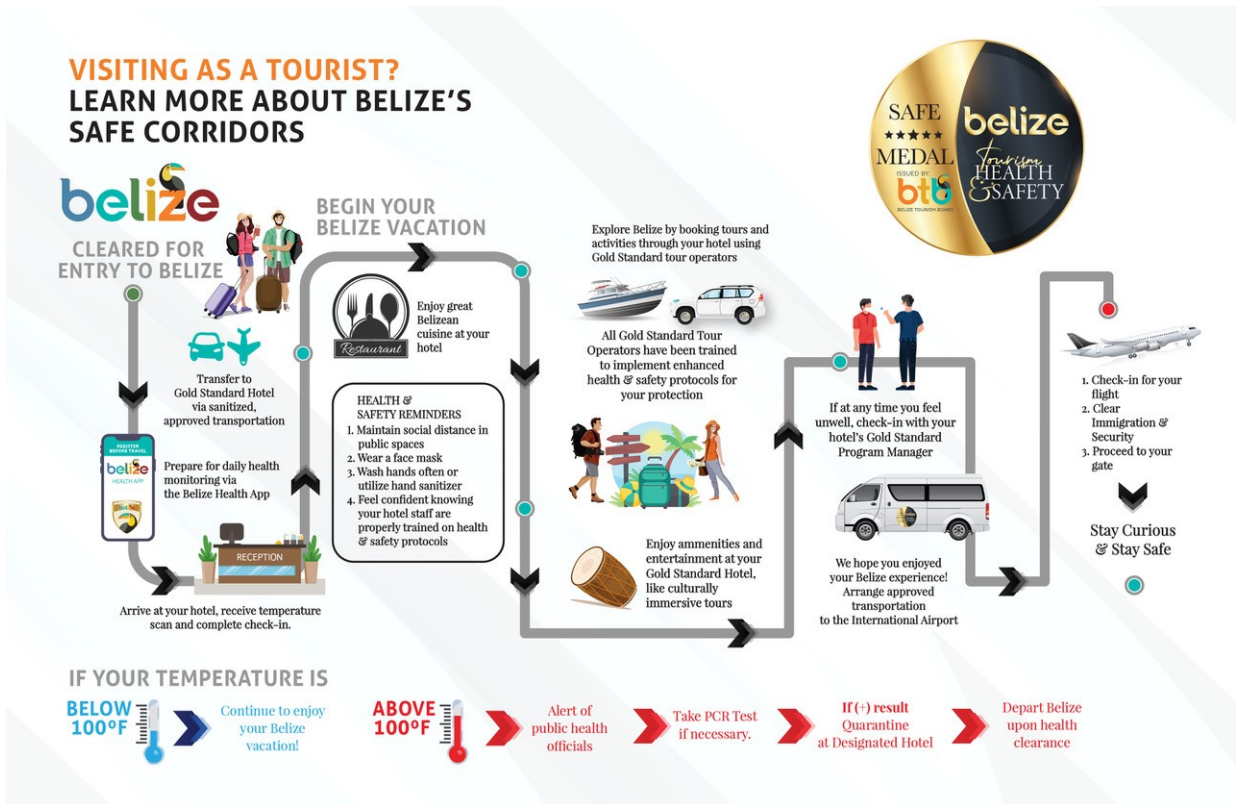
Thank you for your interest in taking a \_\_\_\_\_ tour with us. We are happy to inform you that our company is a Tourism Gold Standard Recognized Tour Operator Company; which means we have implemented all measures to mitigate any risks for our guests and employees. All our tours and sites have been designated within the safe corridor (as seen in image below) can be found in attached brochure.

What to expect on tour?

- All tours will be guided by our expert and trained tour guides
- Expect to have your temperature tested upon pick up at the cruise port or hotel
- Masks required at all times, with only exceptions:
  - On a high intensity tour where the guide is 6 feet apart. For example- hiking, rappelling.
  - Snorkeling
  - Once guest is seated in a restaurant to eat
  - Beach once sufficient distance is maintained from other guests.
- Booking will be flexible to accommodate payment reimbursements should you become symptomatic prior to tour and not able to take the tour.
- Must sign waiver accepting terms and conditions of tour

Thank you for your support and continued patience as we continue to work towards safely providing our services for you to enjoy our beautiful Belize.

Sincerely,



- Sample disclaimer- penalties of non-compliance with masks, cost of quarantine if positive, or any other liability clauses

Attach image

- Attach image of laminated tours, digital flyer or marketing material used to show guests information that is contactless or can be sanitized.

Attach image

- Attach images of all social media, website, email etc of platforms used to display protocols and information.

Attach image

- Platforms used to reinforce the message to guests: E.g. Facebook, Online booking etc.










Attach image



11) Employee Communication below has been sent to all staff.

**COVID-19**  
CORONAVIRUS DISEASE

**WHAT TO DO IF YOU MUST LEAVE YOUR HOME?**

If going out is not necessary, avoid coming out of the house.  
But if you must leave, then follow the recommendations below:

-  **Do all you need to do in one trip.**
-  **3 ft.**  
**Avoid large crowds and maintain social distancing.**
-  **Avoid public transportation.**
-  **Avoid touching door knobs, handrails and handles.**
-  **Cough or sneeze in your elbow or sleeve.**
-  **Avoid touching your face: mouth, eyes, ears.**
-  **Disinfect your phones.**
-  **Wash hands thoroughly or use hand sanitizers with 60% alcohol.**
-  **Upon arrival at home bathe immediately.**
-  **Do not re-use your clothing, wash every time before use.**

 **0-800-664-2273**  
 **@Belizehealth**

12) Signage

- Below are images of signage around the tour office and vehicles. Reference annex signs of social distancing, proper hand washing and symptoms for constant reminders to guest and staff.

Attach images

## 7)Install Sanitizing Stations

13) Attached are images of sanitizing stations installed equipment with soap dispensers, sanitizer gel, single use towels, etc

Attach images

14) Attached are images of sanitizing and adequate in each vehicle/ vessel.

Attach images

## 8)Deploy New Technology (If applicable)

15) Attached are images of payment process (credit card, pre check-in credit card, website, online transfer, etc)

16) Attached are images of pre-check in process, digital ticketing, etc.

## 9)Implement a Training Plan

17) Training logs and images

Training	Date attended staff	Signature
Introduction to BTB Tourism Gold Standard for tour Operators		
Tourism Gold Standard Program Manager training		
Enhanced Safety Procedures for Tour Operators		
Sanitizing and cleaning guidelines for Tour Operators		
How to handle suspected case of COVID-19 among staff and guests		
Other		

Annex



# COVID-19

Coronavirus Disease 2019

**BE AWARE.** **SYMPTOMS\***

**COMMON SYMPTOMS**

- RUNNY NOSE
- COUGH
- SORE THROAT

**SEVERE CASES**

- HIGH FEVER
- PNEUMONIA
- SEVERE RESPIRATORY DISEASE

\*Symptoms may appear **1 to 12 days** following exposure to the virus

**PAHO** Pan American Health Organization World Health Organization

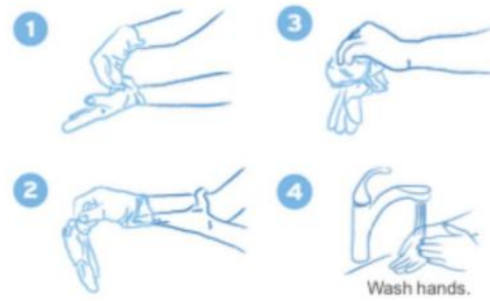
**BE AWARE. PREPARE. ACT.**  
[www.paho.org/koronavirus](http://www.paho.org/koronavirus)

## PROPER GLOVING

### How to DON disposable gloves



### How to REMOVE disposable gloves



How to clean Scuba Equipment?

<https://www.diversalertnetwork.org/emailview/landing/coronavirus/gearDisinfection/index.html>