***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

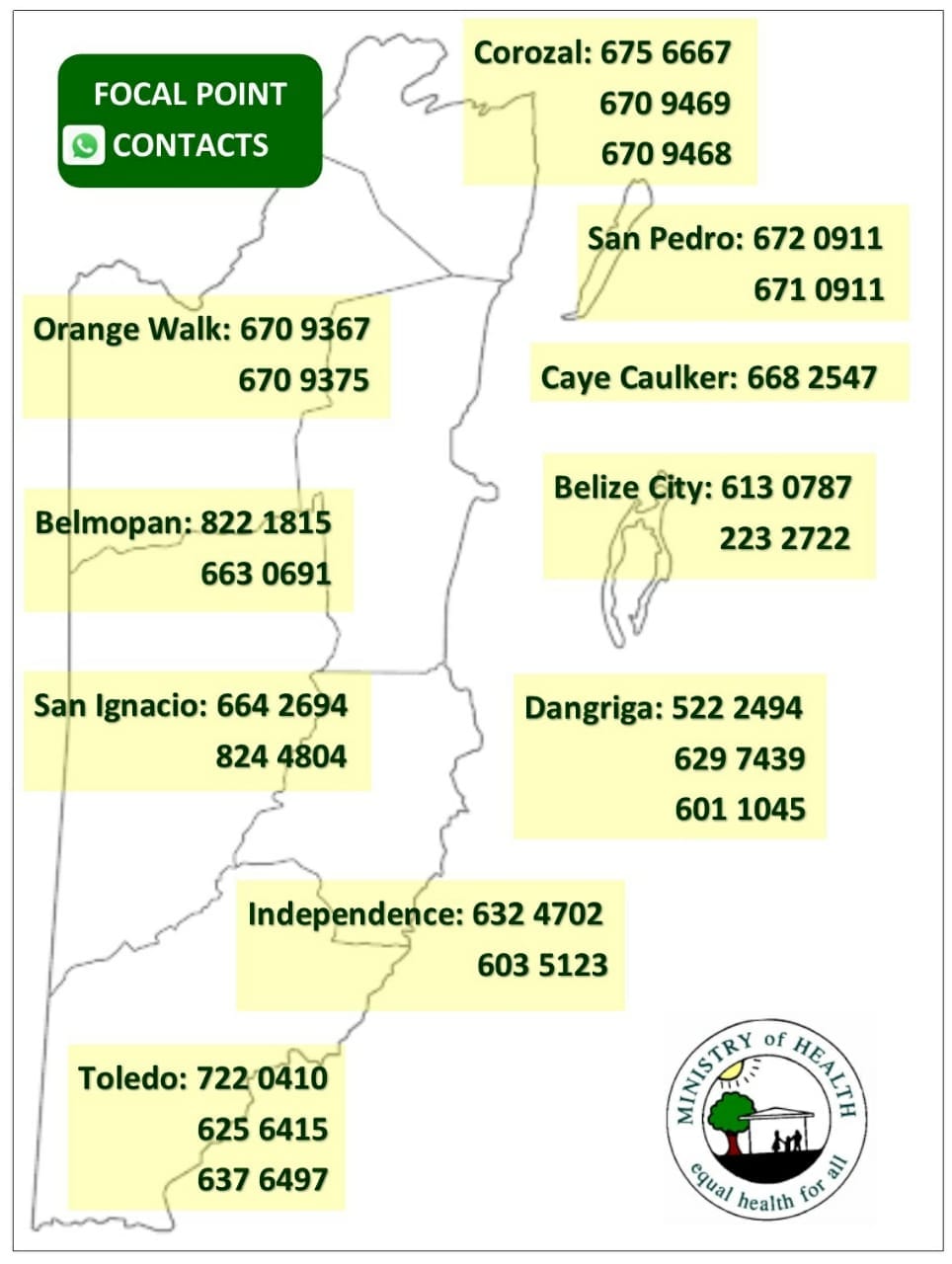
* Ensure that all tour guides have done the 5 training sessions
* Ensure that all tour guides know the procedures on how to handle a symptomatic case.
* Ensure that all logs are being followed on each tour
* Conduct spot checks on tours to ensure all protocols are being followed
* Ensure all guides have 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:
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Dates of training done by Gold Standard Manager and Alternate
   * 1. For reference [click here](https://belizetourismboard.org/tourism-resources/belize-national-guidelines-for-reopening-accommodations-guidelines/) 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 | Insert signature and dates attended in this column | Insert signature and dates attended in this column |
| 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**

Monitoring

* + Employee checks:
    1. If employee is sick, he should not come to work and report to Program Manager.
    2. Every tour guide and employee’s temperature will be checked every day before a tour and logged at the staff entrance.
    3. 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 your 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?
    4. If multiple answers are yes, the employee will be isolated and the response plan will be activated.
  + Guests
    1. All guest’s temperatures will be taken before going on tour and logged.
    2. 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:
    1. 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
    2. Serious symptoms
       1. Difficulty breathing or shortness of breath
       2. Chest pain or pressure
       3. Loss of taste and smell
    3. Any symptom will be communicated via the Ministry of Health App, the hotline 0-800-MOH- CARE  
       

1. For reference of reporting: [Click here](https://belizetourismboard.org/wp-content/uploads/2020/07/TGS-TEMPLATES-FOR-TOUR-OPERATORS-QAIS.pdf) to download sample logs **or** insert image if you already have logs.
   * Templates of Log sheets used:
     1. Employee temperature log (insert log here)
     2. Tour log template (insert log here)
     3. COVID-19 symptomatic log template (insert log here)
     4. Vendors and Suppliers tour log (insert log here)
     5. Employee shift log template (insert log here)
     6. Provide reservations and guest log template. (insert log here)
     7. Other

**3) Ensure Social Distancing Protocols**

1. Insert 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:
     1. Reception area in office
     2. Check in counters
     3. Loading areas
     4. Vehicle with partitions
     5. Others that requires 6 ft distancing

*Insert the images in the relevant areas*

**4) Implement Enhanced cleaning and Sanitization**

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

1. Below are logs for tracking of enhanced cleaning and sanitation. For reference use below samples or insert image if you already have logs.

Sample 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 |  |  |  |  |

1. Below is a checklist of high touch point of different areas and how to clean each respectively. For reference below are some suggestions or insert images of checklist for each area to be cleaned. Review pages 20 to 30 of [Tourism Health and Safety Enhanced Tour Operator Guidelines](https://belizetourismboard.org/wp-content/uploads/2020/07/BTB-Tour-Operator-Guidelines.pdf) to determine best recommended cleaning equipment depending on area.

Sample high touch point checklists

* + *Office Area-*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *AREA* | *HOW TO CLEAN* | *EQUIPMENT NEEDED* | *Frequency* | *CHECK IF COMPLETED* |
| *Counter check in areas* | *Designated rag with bleach and water, make sure bleach mixture is no more than 3 days old…….* | *Gloves, rag, spray bottle with mixture of 2 parts water 1 part bleach* | *After every guest* |  |
| *Computer, credit card machines, keyboard, mouse, calculator, etc* | *Insert “How to clean” description here for the respective area as per the example above.* | *Insert “Equipment needed” here for the respective area as per the example above.* | *Insert “frequency” description for the respective area as per the example above.* |  |
| *Door knobs* |  |  |  |  |
| *Phone system* |  |  |  |  |
| *Credit Card system* |  |  |  |  |
| *Waiting area chairs* |  |  |  |  |
| *Check in counters* |  |  |  |  |
| *Other* |  |  |  |  |

* + *Loading areas*

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

* + *Transportation vehicle*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *AREA* | *HOW TO CLEAN* | *EQUIPMENT NEEDED* | *Frequency* | *CHECK IF COMPLETED* |
| *Door handles* | *Designated rag with bleach and water, make sure bleach mixture is no more than 3 days old,* | *Gloves, rag, spray bottle with mixture of 2 parts water 1 part bleach* | *After every guest use* |  |
| *Seats* | *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.* | *Gloves, soap, water, bucket, scrub, rag, vacuum; or bleach, rag, gloves* | *After every guest use* |  |
| *Windows* |  |  |  |  |
| *Window buttons* |  |  |  |  |
| *Air condition vent and controls* |  |  |  |  |
| *Other* |  |  |  |  |

* + *Transportation boats*

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

* + *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* |  |  |  |  |

1. *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**

1. All staff must follow the following steps to deal with symptomatic guest

Kindly insert step by step response plan based on your operations. See samples below.

* + Check in at the office (If applicable)
    1. isolate guest at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    2. contact the Program manager (Program Manager will contact Hotel, MOH or Cruise Port.)
    3. 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
    4. update logs of COVID-19 case
    5. disinfect and sanitize vehicles and equipment used on tour
    6. log cleaning of all vehicles and equipment
  + Upon Pick Up (If applicable)
    1. isolate guest at\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    2. contact the Program manager (Program Manager will contact Hotel, MOH or Cruise Port.)
    3. if symptoms are severe organize with MOH to be taken to medical facility. Symptomatic guest will be placed into separate vehicle.
    4. update logs of COVID-19 case
    5. disinfect and sanitize vehicles and equipment used on tour
  + On tour
    1. isolate guest at designated location at site or isolate at\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    2. contact the Program manager (Program Manager will contact Hotel, MOH or Cruise Port.)
    3. 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
    4. update logs of COVID-19 case
    5. disinfect and sanitize vehicles and equipment used on tour
    6. log cleaning of all vehicles and equipment

1. Closest medical facility identified (Insert name and contact information)
   * 1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
     2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Additional notifications- Gold Manager(s) will assist guests with contacting their local diplomatic mission. This is often done to register their location and situation in a country if necessary. Should the guest(s) choose to contact the embassy directly they are free to use the local line. Should guest(s) request that the mission be contacted on their behalf then Management will request an electronic copy of their ID for verification purposes.
3. Cleaning and disinfecting procedures after symptomatic guest departs:

(Insert step by step procedure for all areas being cleaned including but not limited to the use of PPE, cleaning solutions, cleaning equipment, isolation time, etc. If a professional cleaning company is being contracted, insert name and contact information.)

1. *See below inventory list of cleaning material, equipment and PPEs*

|  |  |
| --- | --- |
| *ITEM* | *QUANTITY* |
| *Insert list of cleaning material, equipment and PPE in stock.* | *Insert corresponding quantity for each item listed.* |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

1. *See below images of PPE and cleaning equipment*

*Insert images to correspond with your inventory*

**6) Ensure Clear and Consistent Communication**

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

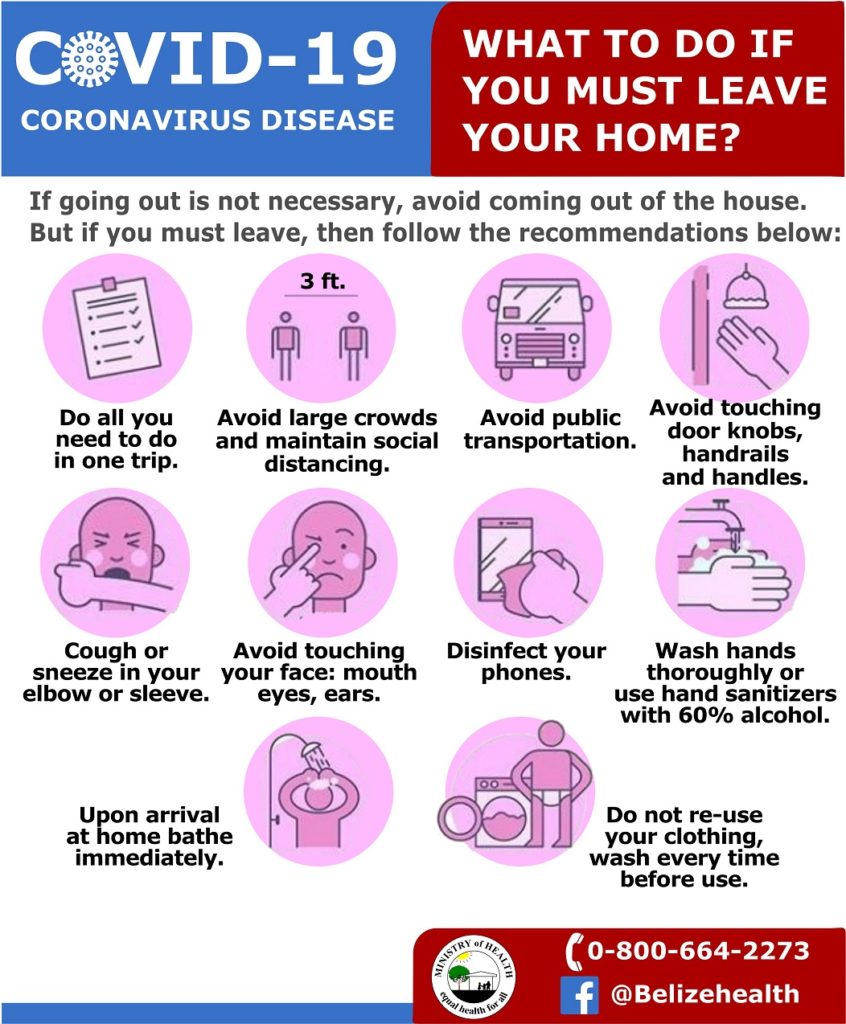
Sincerely,



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

Insert image

1. Employee Communication below has been sent to all staff.



1. Publicized Standard Operating Procedure will be shared via \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Insert website link, social media link or email address where applicable)
2. Platforms used to reinforce the message to guests: E.g. Email, Facebook, Online booking etc.

Insert image

1. Signage
2. Below are images of signage around the tour office, vehicles, boats, loading areas (where applicable). (Signs of social distancing, proper hand washing and symptoms for constant reminders to guest and staff.

Insert images installed in all relevant areas.

1. See below information shared to guestless that is contactless or can be sanitized.

(Insert image of laminated, digital or QR code of tour offering and prices, and any other information available that is contactless or can be sanitized.)

**7) Install Sanitizing Stations**

1. See below images of sanitizing stations (installed equipment with soap dispensers, sanitizer gel, single use towels, etc) in all relevant areas (Office, Loading Area, Restroom, Boat, Vehicle, etc.)

Insert images and list location of sanitizing station

**8) Deploy New Technology**

1. See below description and images of payment process (credit card, pre check-in credit card, website, online transfer, etc.)

Insert description and screenshots or images.

1. See below description and images of pre-check in process such as digital ticketing, email confirmations, etc. (If applicable)

Insert description and images.

1. See below images of any other use of technology to reduce physical contact. (App, QR codes of flyers, menus, etc.) (If applicable)

Insert images here

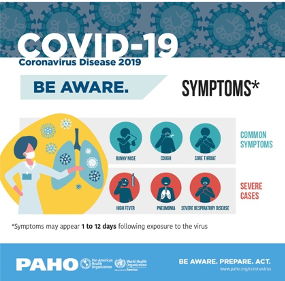
**9) Implement a Training Plan**

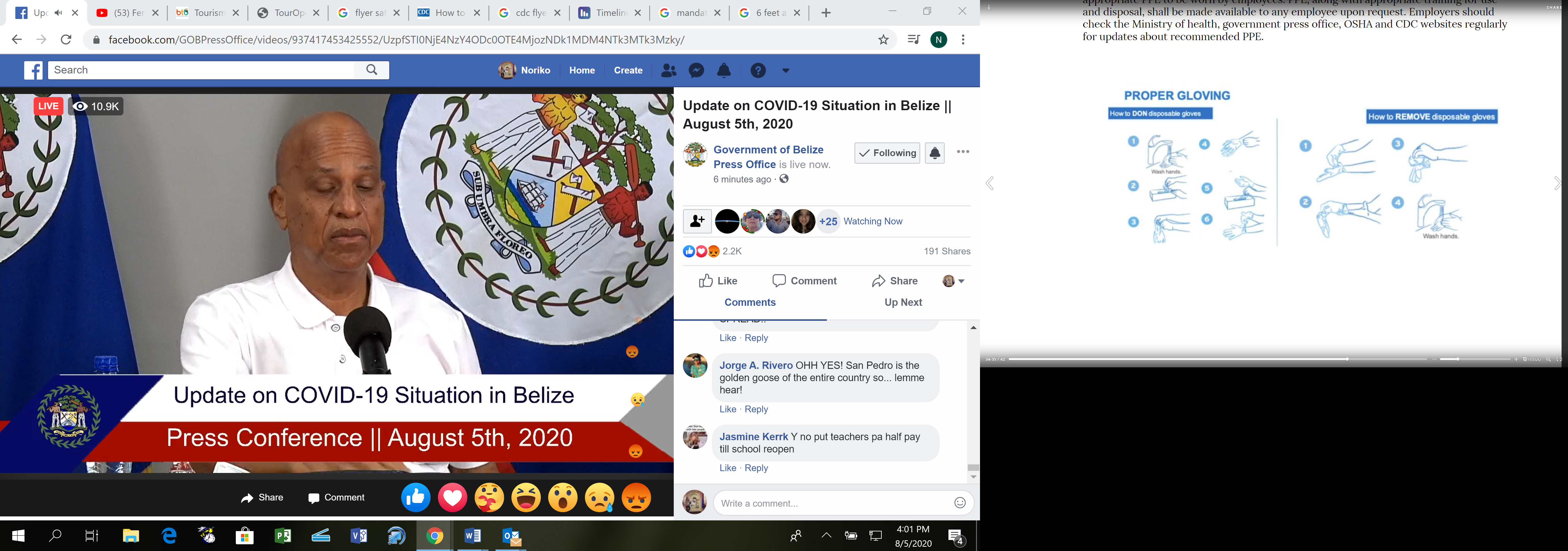
1. All employees will be trained on the new protocols implemented. Training offered will be logged using the template below (Insert log if you have your own template). Images will also be kept for records. (Insert images if available)

Sample Training Log

|  |  |  |  |
| --- | --- | --- | --- |
| **Training** | **Date attended** | **Staff Names** | **Signature** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Annex**





How to clean Scuba Equipment?

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