



Republic of Tunisia
Ministry of Tourism and Handicrafts
Tunisian National Tourist Office

Anti-COVID Health Protocol for Tunisian Tourism



Tunisia INSPIRING

Establishment according to health measures

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I. INTRODUCTION

To prepare the resumption of tourism sector activity in Tunisia after the COVID 19 pandemic, which has impacted the whole world, the Tunisian National Tourist Office (T.N.T.O) has mobilized to develop a manual of health procedures entitled :

« Anti-COVID Health Protocol for Tunisian Tourism » (H.P.T.T Anti COVID 19)

This manual is essentially focused on observing the rules of hygiene and health safety through the itinerary of customers from their arrival at the border points to their departure, as well as the staff of tourist establishments.

The approach adopted for the development of these instructions and hygiene rules is based on a risk assessment using the 5 M method (Man, Machine, Medium, Mission, Management) over the entire tourism chain of the customer's itinerary.

It is worth noting that this H.P.T.T anti-COVID 19 , inspired by the experiences of other destinations on the basis of a benchmarking with about twenty countries, has been enriched, in addition to the efforts of the TNTO executives, by the guidelines of the World Health Organization, the World Tourism Organization, professional magazines and experts in the field.

All collected information (documents, sites, journals, benchmarks, etc.) was useful to us in the elaboration of this manual of procedures, which is essentially adapted to the precautions and preventive measures against the spread of covid-19 in the tourist sector. (All references will be mentioned below in the bibliography).

The major objectives of the HPTT Anti Covid 19 program are :

- Controlling the spread of this pandemic in tourist establishments.
- Ensuring the safety of both ; staff members of the tourist establishments and guests.
- Restoring the trust and confidence of sales networks and Tour Operators as soon as possible.
- The offer of a healthy and safety-controlled product.

All instructions and hygiene rules appearing in this manual must be concretely applied in Tourist establishments required to implement them and to check and monitor their application (traceability must be ensured).

Furthermore, we would like to point out that this is an open document to which new information, recommendations and other provisions will be added according to potential pandemic developments.

Coordination with the Ministry of Health is mandatory in order to put in place a strategy for the verification of the customer's immunity to the new coronavirus at the different border points of travellers entry (health passport or other document / perform a fee-based screening test...) and this after reopening of borders.

This document has been reviewed and validated by The Tunisian Occupational Health and Safety Institute (Institut de Santé et de Sécurité au Travail «ISST»).

2. Precautions and hygiene measures to be observed when receiving and transferring guests

2.1 Receiving guests at entry points

- Staff in charge of welcoming guests (representatives, assistants and drivers) must wear a nasal-mouth mask.
- Staff must carry a small bottle of hydro-alcoholic solution and a packet of tissue in their pocket.
- Consider providing masks for clients who do not have any.
- Maintain a distance of more than one meter between guests.

2.2 Transfer of customers

2.2.1 Hygiene instructions to be observed in relation to the means of transport and handling of luggage

- Wearing of a nasal-mouth mask by the assistants, the driver and the customer.
- Maintaining a safe distance when handing over luggage and boarding the transport vehicles and avoiding crossing when installing customers in the seats.
- Providing customers with a dispenser of hydro-alcoholic gel for hand disinfection while accessing to the vehicles.
- Limiting the number of customers transported to 50% of the seating capacity while respecting the distance of 1 meter between passengers (one seat occupied every two seats and diagonal positioning).
- For vehicles with 7 seats or less, observe the 50 % capacity and distance except in the case of family transport living under the same roof (obligation of an undertaking signed by the person in charge).
- Total and systematic disinfection of the transport vehicle before and after each service.
- Reinforcement of disinfection operations on all surfaces to be touched with hands and the inside of windows on the passenger side.
- Frequent and systematic maintenance of the ventilation and air-conditioning systems of transport vehicles.
- The vehicle must be ventilated before and after transfer.
- Disinfection of the transport vehicle must be carried out in accordance with a predefined

procedure describing the method to be used, the cleaning and disinfection equipment , materials and the product used.

- Disinfection must be carried out with disinfectants approved by the Ministry of Health

2.2.2 Hygiene instructions to be observed during the excursions

- Placing posters on buses or showcasing a video adapted to people with a hearing impairment reminding customers of the hygiene instructions to be observed.
- Respecting a safety distance of more than one meter between customers during visits to historical monuments and museums, as well as at breaks and stops during excursions and tours (cafés, restaurants, shops...).
- Wearing of nasal-mouth masks is compulsory for tourist guides and customers participating in excursions and transfers.
- Maintaining a kind and professional attitude towards customers who have violated the « health code of conduct».
- Respect the minimum distance of one meter between passengers and the bus driver.
- The guide must be equipped with a mobile headset and a loudspeaker (audiophone) during visits to sites and monuments so that customers can respect the distance of one meter in groups exceeding 15 people if possible.
- It is compulsory to wear a mask in the bus

3.Tourist accommodation establishment

3.1 General organization of the facility

3.1.1 Maximum occupancy

- The occupancy must not exceed 50% of its bed capacity. Exceeding this capacity must be authorized by the TNTO following a reasoned request made by the legal representative of the facility.
- Access for non-resident customers must not be tolerated if there is a risk of exceeding 50 % of the selling points capacity, with obligation to record their access.

3.1.2 Management Commitment and Accountability

- The management of the facility should establish a clear policy for preventing Covid-19
- Management should provide the needed resources for implementing anti-covid 19 hygiene measures and procedures .
- Mandatory presence of an officially appointed nurse.
- Mandatory presence of a hygienist who will be in charge of the following tasks:
 - Staff awareness.
 - Communication with staff and guests.

- Ensuring that the protocol is applied within the facilities.
- Management of hygiene supplies (masks, gels, garbage bags).
- Reporting daily on all deficiencies to be submitted to the crisis committee.
- Reinforce the cleaning crew.
- Management is required to suspend:
 - Shows in closed venues.
 - Sports activities involving contact in the swimming pools.
 - Outdoor or indoor wedding parties.
- Management is required to provide à la carte service in restaurants and to avoid self-service in restaurants and all food and beverage outlets.

3.1.3 Communication plan with staff and guests

- Making available to guests and staff information material on the new health procedures to be respected along their pathway. The material may be in paper or digital form.
- Staff training and awareness of new hygiene instructions to be respected.

3.1.4 Prevention and response to health emergencies

- Implementation of a crisis committee involving the heads of various departments (management, hygiene, occupational doctor, reception, quality, housekeeping, staff representative, etc.).
- Implementation of a procedure in collaboration with the regional health services describing the appropriate actions to adopt in the presence of a suspicious case and/or confirmation of a covid+ client and/or staff. (details ANNEX 1)
- Provide a number of isolation rooms for suspicious cases.
- Carry out simulations in the event that a suspicious person is detected.
- In case of confirmation of a covid-19 + client, the room must be taken out of service and disinfected under the supervision of the hygienist.
- In case of symptoms or signs of illness, the employee will be dismissed and the relevant sanitary services will be alerted.
- Staff members must be informed of the obligation to report by phone to the supervisor and not access the facility if symptoms of illness (fever, cough and breathing difficulties) appear or if they have been in contact with an infected person.

3.2 General instructions to be observed by the staff of the facility

3.2.1 Health monitoring

- Control and recording of temperature for all staff members (by means of a non-contact thermometer) before attendance. In case of fever with a persistent temperature above 38°C, the employee will be dismissed and the relevant health services will be notified.

3.2.2 Personal hygiene :

- Installation of a hydro-alcoholic gel dispenser at the pointing room.
- Wearing a mask is mandatory: respect the hygienic methods of wearing, removing and discarding masks (The duration of mask use must not exceed 4 hours and change it as soon as it becomes damp).
- Wash your hands frequently with an alcohol-based hand rub (with at least 70% alcohol) or soap and water.
- when coughing and sneezing cover mouth and nose with flexed elbow or tissue; throw tissue immediately into closed bin and wash your hands with an alcohol-based hand rub or with soap and water.
- Maintain a distance of at least 1 meter from other people.
- Avoid touching eyes, nose and mouth.

3.2.3 Organisation of changing rooms, lavatory and canteens

- Posting of instructions and hygiene rules to be respected at the entrance of the changing rooms.
- Keep wearing masks in the changing rooms.
- Avoid overcrowding in the staff changing rooms, canteens and break rooms so as to allow staff to maintain a minimum physical distance of 1m.
- Change work clothes at the beginning and end of each shift.
- Availability to staff of soap dispensers, disposable paper and pedal bins in sufficient numbers in the changing rooms and canteens.
- The organisation and arrangement of tables and chairs in the canteen must allow staff to keep their distance and not sit face to face during meals.
- Improve cleaning and disinfection plans for changing rooms, canteen and break rooms by increasing the frequency of disinfection of surfaces and equipment in contact with hands.
- Changing rooms should be well ventilated.

3.3 Receiving and welcoming guests

3.3.1 Reception at the front door and luggage handling

- to provide an area for disinfecting guests' luggages prior to entry at the reception desk. (disinfect the critical surfaces of the baggage, in particular the handle and zipper).
- To establish, implement and follow a work procedure relating to the disinfection of guests' luggages and belongings.
- To control the temperature of all guests by means of a non-contact infrared forehead thermometer, (In case of fever with a persistent temperature of 38°C, the guest will not be admitted to the establishment and the healthcare service will be contacted).
- To comply with the procedure for detecting and evacuating a symptomatic person.

- To provide guests with a hydro-alcoholic gel dispenser for hand disinfection at the front door.
- To suspend the baggage handling service (baggage room).
- To disinfect the entrance hall (door handles and all surfaces that can be touched by hand).

3.3.2 Reception desk and check-in:

- To reduce the waiting time for guests at the reception desk to avoid overcrowding.
- To install one or more hand sanitizing stations at the reception lobby level, near the elevator and on each floor of the facility.
- To place a sign inviting guests to disinfect their hands.
- To provide pens to guests with systematic disinfection after each use.
- To take the necessary measures to ensure that a distance of at least one meter between guests is observed and maintained (e.g. tracing the safety distance of one meter on the ground to organise the queue, respect the distance and avoid crossings between guests).
- To plan the installation of a Plexiglas barrier screen at the reception desk.
- To encourage the registration of guests' personal data online.
- Staff should disinfect hands frequently and after touching a suspicious surface or object.
- It is advisable to use gloves especially for the cashier and the receptionist in charge of handing keys to guests; in compliance with the hygiene rules related to their use.
- Reception staff must maintain a safety distance of at least one meter.
- Baggage handlers must wash their hands or apply disinfectant gel before and after each luggage transfer.
- To disinfect systematically the reception desk, telephone and any surface touched by guests or staff.
- To disinfect keys/cards after each use.
- To clean and disinfect systematically the elevators, doors, handles, trolleys, reception lounges, tables and any equipment and surfaces in the guests' areas that can be touched by hands.
- To inform guests about check-in and check-out times in order to avoid overcrowding in the reception area.
- To limit the number of elevator users to 2 with respect to the minimum distance of 1m between people. (Parents with children are excluded from this limit).
- To provide awareness and information poster to guests as well as hygiene instructions to be observed.

3.4 Rooms and floors

3.4.1 Instructions to be observed by staff members

- Housemaids and valets must be made aware to notice and report to their supervisor any signs that may indicate that the resident guest is showing respiratory signs (coughing, sneezing, difficulty breathing and fever).

- When cleaning rooms, mask wearing and cleaning gloves are mandatory to observe the same general rules of hygiene (Avoid any facial contact with bedding or any other object that may have been in contact with the guest, wash gloved hands (household gloves) with soap and water between each room ...).
- Allocate a trolley and personal work tools whenever possible.

3.4.2 Cleaning and disinfection of room

- The room can only be occupied after it has been cleaned, disinfected and ventilated (3 hours minimum) for new arrivals.
- Ventilate the room before starting cleaning (open window; French window...). Rooms must be ventilated for at least 20 minutes during the daily cleaning and disinfection service.
- Surfaces that are likely to be contaminated must be properly disinfected (door handles, taps, flush buttons, bathtub handles, remote control, glass, telephones, etc.) with sufficient contact time. In this case, the single use of cleaning clothes is required.
- Renew reception products, brochures and laundry bags automatically after each cleaning.
- Air-conditioning filters and vents must be cleaned and disinfected at each departure and at least once a week.
- Housemaids / valets must be informed and trained on the method of cleaning and disinfection of rooms and used products.
- Only disinfectants included in the list of disinfection products controlled by the competent health authority may be used.
- Inform guests about new procedures that have been put in place and suggest that they take part in certain acts (putting towels in a container provided for this purpose inside the room or outside ; opening room window before leaving it, etc.).
- It is advisable to proceed with damp cleaning

3.4.3 Laundry processing

- Dirty laundry must be placed in closed bags and transported in carts to the processing site.
- The procedure of analysing all critical points must be observed, measures to prevent cross-contamination must be respected between clean and dirty laundry at the laundry/utility room level (a physical separation of clean and dirty laundry handling areas must be put in place and respected).
- The room laundry must undergo a washing cycle with detergent including treatment under a temperature maintained at 65 °C for at least 10 minutes, or at 71 °C for at least 3 minutes.
- The laundry processing programs must be well organized at the utility/laundry area so that room laundry; restaurant; guest and staff clothing are washed separately.
- A procedure for managing contaminated laundry must be developed and implemented.

3.5 Room service

- The clearing of food trays in the room must be done in compliance with reinforced hygiene rules.
- The room service trolleys must be disinfected after each use.
- The waiter must wear protective equipment (nasal-mouth mask) and avoid entering the guest's room (e.g. the order is given to the guest at the door of his room).
- Napkins must be disposable single-use.
- Glassware must be either single-use or made of glass with the obligation to follow the rules of cleaning and hygienic disinfection. They must be rinsed in a dishwasher with a rinse temperature higher than 80°C. If the establishment does not have a machine, they must be washed and then disinfected according to the dosage of disinfectant and time of contact.
- Use of disposable product, if necessary, strict instructions for compliance with hygienic procedures should be observed for cleaning and disinfecting the various types of plates and cutlery.
- Plates, cutlery and other utensils used by guests must be cleaned and disinfected. It is necessary to go through the dishwasher with a rinse temperature higher than 80°C. If the establishment does not have a machine, glasses must be washed and then disinfected, according to dosage of disinfectant and contact time.
- The tablecloth must undergo a washing cycle with detergent including a treatment at a temperature maintained at 65°C for at least 10 minutes, or at 71°C for at least 3 minutes.

3.6 Common premises and customer sanitary facilities

- Disable electric hand dryers in guest washrooms.
- Reinforcing the cleaning and disinfection plan for guest bathrooms, including disinfecting door handles, taps, flush handle and any surface that may be touched by guests.
- Systematic cleaning and disinfection of equipment and surfaces that can be touched by the hand in common areas (Elevator, Ramps, Armrests, Door handles, ...)
- The frequency of cleaning operations must be reinforced, a minimum frequency of 30 minutes must be observed.
- Increase the frequency of the air-conditioning system maintenance in common areas (air vents and filters).
- Installation of one or more dispensers of hydro-alcoholic gel for hand disinfection in the common areas and at the entrance to the guest lavatories.

3.7 Bars and cafés

3.7.1 Provisions to be undertaken in lounge bars and cafés

- Keep a safety distance of 2.5 meters between the tables with a maximum of 4 people per table of 6.
- Ventilation of spaces before and after each service.

3.7.2 Hygiene measures to be observed during service

- Suspend self-service for All Inclusive formulas.
- Regular disinfection of tables, chairs, porcelain, trays, etc.
- Glasses and cups must be either single-use or glass with strict obligation to observe rules for washing and disinfecting glasses ($T^{\circ} > 80^{\circ}\text{C}$ for washing in a glass-washing machine or respect of the disinfectant dosage and contact time when using the three-basin system).
- Beverage cards, chair armrests and any other surface likely to be touched by guests must be disinfected after use/occupancy.

3.8 Restaurants and other food and beverage outlets

3.8.1 Provisions to be made in the restaurant halls

- Restaurant capacity must be reduced by 50% with a minimum space of 2.5 meters between tables and occupancy of 4 people per table of maximum 8. (Parents with children are excluded from this limit).
- Installation of hydro-alcoholic gel dispensers and posters encouraging guests to disinfect their hands at the entrances to the various restaurants.
- In addition to the awareness poster, restaurant staff invites guests to disinfect their hands with hydroalcoholic gel at the entrance and exit of the restaurant.
- Take the necessary steps to avoid overcrowding and ensure that the safety distance of one meter between guests before entering the restaurant is respected.
- Ventilate the restaurant rooms before and after each service.

3.8.2- Hygiene measures to be observed during service

- Avoid buffet service and opt for à la carte service, it is necessary to observe the following guidelines:
 - One meter distancing with floor tracing in front of each buffet element.
 - Buffet service must be provided by the cooks (no self-service).
 - Extend the duration of each service in restaurant to avoid overcrowding.
 - Plan for the installation of Plexiglas barrier screens at the buffets, show cooking and cutting station.
- Provide guest's room with housekeeping service on request (other than the usual service).
- Menu cards available in sufficient numbers must be disinfected before and after each use by the guest.
- Napkins must be disposable.
- Tablecloths must be changed after each use by the customer.
- Glasses must be either single-use or glassware with strict instructions for the hygienic cleaning and disinfection of the glasses; Rinsing temperature $> 80^{\circ}\text{C}$ in a dishwasher or compliance with the disinfectant dosage and contact time when using the three tier serving tray.

- Use of disposable dishware, otherwise, strict instructions for observance of hygienic cleaning and disinfection procedures for small operating equipment.
- The tableware (salt, pepper, oil, vinegar) is at the request of guests with the obligation to clean and disinfect them after each use.
- Infant seats, chair armrests and all other surfaces likely to be touched by hands must be disinfected after each guests' use.
- Compliance with hygiene rules for prevention of contamination during the clearing of customer tables.
- At the end of each service, cleaning and disinfection of surfaces, furniture, equipment and materials in the restaurant rooms must be carried out.
- Dishes, cutlery and other utensils used by guests must be cleaned and disinfected. It is compulsory to use dishwasher with a rinsing temperature higher than 80°C. If the establishment does not have a machine, the utensils must be cleaned and then disinfected using the three-basin system with respect to the disinfectant dosage and the contact time.
- Restaurant laundry must undergo a wash cycle with detergent that includes treatment at a temperature maintained at 65°C for at least 10 minutes, or at 71°C for at least 3 minutes.

3.9 Kitchen

Adopt the same general measures of good hygienic practice and apply procedures and measures to control contamination hazards from 5M (Man, Machine, Material, Method and Measurement).

3.9.1 Hygiene instructions to be observed by staff members

- Food chain employees must comply with rules of physical and clothing hygiene (wear clean and disinfected work clothes at each work shift).
- The staff must wash their hands as often as necessary and before any handling.
- All work premises must have a hand-washing station equipped with a soap dispenser, a single-use hand towel and a pedal bin.
- Staff must wear gloves for sensitive handling and wash hands with soap and water after each use.
- The distance of one meter between staff members must be observed at each workstation.
- Respect the forward march of the staff path to avoid crossings.
- As far as possible, provide each cook with individual work tools (utensils, knives, etc.)

3.9.2 Hygiene instructions to be observed when receiving goods

- Plan reception timing of goods with suppliers to limit overcrowding.
- Proceed with the de-boxing of all products received and transfer fruits and vegetables into the clean and disinfected boxes of the establishment.

- Follow the hygienic procedure for disposing of boxes and waste.
- Make available to the external suppliers the means to wash and dry their hands.
- Reinforce cleaning plans and increase the frequency of disinfection of all surfaces and equipment that can be touched by hands.

3.9.3 Hygiene instructions to be observed when handling food and beverages

- Respect the circuit of must-follow rules for food products.
- Take the necessary precautions to prevent cross-contamination of food products and preparations.
- Follow the procedure for cleaning and decontamination of fruits and vegetables.
- Clean and disinfect work surfaces, equipment and work utensils before and after each use.
- Ensure that the cooking and reheating temperature exceeds 75°C.
- Avoid preparations containing raw or undercooked food of animal origin unless a hazard analysis based on the principles of HACCP has been carried out and control measures have been put in place.
- Respect the rules of hygiene during the operation of deconditioning of food products and use clean and disinfected containers with covers.
- Strengthen cleaning plans and increase the frequency of disinfection of all surfaces and equipment that can be touched by hands.
- Comply with the hygienic procedure for cleaning and disinfecting the cookware (correct use of the 3-tray system, the disinfectant dosage and the contact time).
- Ensure sufficient ventilation in the various facilities of the food chain.

3.9.4 Hygiene instructions to be observed when serving food and beverages in restaurants

- When serving in buffets:
 - Widen the space between buffets or increase the number of stations to avoid overcrowding.
 - Guests are served
- Appointing a service crew to handle the distribution of food and beverages and another crew only for the clearing.
- Disposal of all products presented to guests straight to trash bins
- Observance of hygiene rules to avoid cross-contamination during the handling, storage and disinfection of plates before use.
- Use of disposable gloves during plate setting.
- Observance of good hygienic practices for the prevention of cross-contamination during the preparation and distribution of dishes.
- Disinfection of beverage bottles before serving it to guest's table.
- Beverages must be served at table.
- Soiled plates and cutlery should be cleaned and disinfected in a dishwasher in good working order (Rinse temperature above 80°C, proper functioning of chemical dosing devices).

3.9.5 Self-checking system for hazard management

- Work instructions and measures put in place aiming at preventing food chain contamination must be developed and implemented.
- Food chain workers must be made aware and informed of these procedures and work instructions.
- Self-monitoring procedures to ensure good practice in the prevention of contamination must be implemented.
- Check of the chemicals dosage and the temperature of dishwashing machine to ensure that it is above 80°C when rising.
- It is important to keep a logbook of the important actions and measures carried out and to record them.

3.10 Pools and beaches

3.10.1 Hygiene guidelines for swimming pools

- Forbid the use of swimming pools by vulnerable groups ; a poster should be put up at the the pools entrance to raise awareness among customers (vulnerable groups according to the WHO are the elderly, pregnant women, people with chronic respiratory difficulties, diabetics, cancer patients under treatment, cardiovascular disease and hypertension).
- Limit the number of bathers according to the pool capacity (1 bather in 3 sqm of pool surface.).
- Put a poster around the guests' area informing them of measures taken to limit the number of bathers and encouraging them to shower with soap before each entry into the pool.
- Assign a staff member to organize the entry of guests into the pool and invite them to respect the health provisions in place.
- Install a shower gel dispenser at the pool showers.
- Guest sanitary facilities must be equipped with liquid soap dispenser, single-use paper dispenser and pedal bin.
- A hydro-alcoholic gel dispenser must be available near the guests and pool staff.
- Ensure the disinfection of the pool water by the mandatory use of dosing pumps in good working condition to maintain the chlorine level at the required levels according to the regulations in force.
- Shock disinfection of the pool water must be carried out at the end of each service.
- Increase the frequency of monitoring chlorine and PH parameters to once / 2 hours and the stabiliser rate to once / 2 days.
- Respect the distance of at least 1 meter between the deckchairs and / or the sun loungers around the pool.
- Clean and disinfect pool furniture (deckchairs, sun loungers, tables, chairs and any surface that can be touched by hands) after each guests' use.
- A procedure of risk management of covid-19 contamination must be set for toboggans use along with necessary control procedures.

-In case of impossibility of application of the above mentioned rules, the swimming pool service must be suspended.

3.10.2 Hygiene guidelines to be observed on the beaches

- Maintain a distance of one meter between the deckchairs.
- Clean and disinfect beach furniture (deckchairs, loungers, tables, chairs and any surface that can be touched by hands) after each guests' use.
- The guest sanitary facilities must be equipped with liquid soap dispenser, single-use paper dispenser and pedal bin.
- A hydro-alcoholic gel dispenser must be available in the vicinity of the guests and beach staff.

3.11 Wellness centers:

- Temperature check (non-contact thermometer) on each guest at the centre on arrival, in case of a suspicious person, the guest will not be admitted to the centre.
- Installation of hydro-alcoholic gel dispensers in the reception area and posters encouraging guests to disinfect their hands.
- Respect the distance of at least 1 meter between customers in the waiting rooms.
- Suspend hammam service.
- Regular disinfection of work surfaces, armchairs and sofas, treatment brochures and all surfaces that can be touched by hands.
- Regular disinfection of all areas, equipment and cosmetic materials after each guest.
- Staff must always keep their masks on and respect the same rules of hand washing hygiene as well as distancing.
- Strengthen the cleaning / disinfection plan for guest washrooms including disinfection of door handles, faucets, flush handle and any surface that may be touched by hand.
- Air conditioning filters and air conditioner vents/air conditioning units must be cleaned and disinfected at least once a week.
- Observe the hygiene rules in the sauna (only one guest/sauna cabin) with cleaning and disinfection before and after guest' use.
- Laundry must undergo a washing cycle with detergent including a treatment under a temperature maintained at 65 °C for at least 10 minutes, or at 71 °C for at least 3 minutes.

3.12 Sport activity centres and Recreational areas for children:

3.12.1 Sport activity centres

- Limit the number of guests in according to the surface area and observe a physical distance of at least 1 meter.
- Opt for outdoor physical activities.
- Hand disinfection gel must be available

- Put up a poster inviting guests to disinfect their hands.
- Suspend all activities involving close physical contact between people.
- Disinfect animation and sport equipment (bicycles, deckchairs, racket handle sticks, bows, arrows, darts, chess pieces, etc.) before and after each guest's use.
- Obligation of safety distance between equipment in sports halls.

3.12.2 Recreational areas for children and entertainment

- Observe distance during outdoor performances and avoid any activity that may cause overcrowding.
- Provide sufficient hand disinfection gel in playgrounds and mini clubs.
- The cleaning and disinfection of equipment in mini clubs and playgrounds must be scheduled at a high frequency.
- Supervisors in charge of mini clubs must observe strict personal hygiene with frequent hand washing and/or disinfection and compulsory masks wearing.
- Limit the number of people using the children's club at the same time, with regular disinfection of all toys.
- Obligation of safety distance between equipment in the playgrounds.
- Mandatory masks wearing for children over 02 years.

3.13 Seminars, conferences, meetings and special events

3.13.1 Provisions related to seminar and conference rooms

- The rooms' capacity rate must be reduced by 50% with respect to the minimum of one meter distance between chairs and 2 meters minimum between tables.
- Coffee breaks must be served in the same room with suspension of self-service.
- Installation of hydro-alcoholic gel dispensers at the entrance to different rooms and posters encouraging customers to disinfect their hands.
- The rooms must be ventilated regularly.

3.13.2 Cleaning and disinfection

- Guest sanitary facilities dedicated to meeting rooms must be equipped with liquid soap dispenser and a single-use paper dispenser.
- Ventilate the rooms well before and after each service.
- Regular disinfection of tables, chairs, handrails, etc.
- Strengthen the cleaning / disinfection plan for guest restrooms, including disinfection of door handles, faucets, flush toilets and any surface that may be touched by hands.
- Glasses and cups must be either single-use or glass with strict obligation and instruction regarding the implementation of the washing and disinfection rules for glasses $T^{\circ} > 80^{\circ}\text{C}$ machine wash glass or compliance with the disinfectant dosage when using the three-basin system.

-Chair armrests and any other surface likely to be touched by guests must be disinfected after each participant leaves the room.

3.13.3 Hygiene measures must be considered by conference participants

- Maintain social distance in conference rooms (minimum one meter).
- Wearing a nasal-mouth mask is mandatory.

3.14 Maintenance of the establishment

- Adopt the same general hygiene measures.
- Strengthen the chlorination monitoring plan for drinking water (maintain chlorination above 0.7 mg /l of free chlorine) and swimming pool water (maintain chlorination above 2 mg /l of free chlorine).
- The legionella prevention, checking and control system must be reinforced.
- The air conditioning should operate in fresh air supply mode at maximum and avoid air recirculation.
- Dispensers for soap, disinfectant gel and disposable paper, etc. should be checked daily and systematically supplied.

3.15 Disposal of waste:

- Install pedal bins with a bag, dedicated to specific waste (masks, gloves) in sufficient number in the different premises and guest / staff areas.
- Install pedal bins with a bag and of sufficient capacity in the disposal areas to evacuate separately the disposable products used by guests.

4. The tourist restaurants

4.1 The staff

- Training and sensitizing employees to new hygiene instructions to be respected for the prevention against corona virus.
- Providing staff with a sufficient number of single-use soap dispensers, paper dispensers and a pedal bin in the kitchen and changing rooms.
- The staff must respect rules of physical and clothing hygiene (wear clean and disinfected work clothes at each work shift).
- Wearing of a nasal-mouth mask is compulsory for all employees.
- Kitchen staff must wash their hands as often as necessary and before handling.
- Waiters must wear gloves during the service (respect hygiene rules related to gloves use).
- Systematic use of a disinfectant gel and after each handling with respect to hygiene barrier gestures (washing hands regularly, coughing or sneezing into one's elbow or into a tissue, after

each use and throwing it away, greeting without shaking hands and without hugging).

- Staff must respect a minimum distance of one meter from the guest.
- In case of symptoms or signs of illness, the employee will be dismissed and alert the competent health services.
- Staff must be informed of the obligation to report by telephone to the designated person in charge and not to enter the restaurant if symptoms of illness (fever, cough and breathing difficulties) appear or if they have been in contact with an infected person.
- Monitoring and recording of temperature of all staff members (by means of an infrared forehead thermometer) prior to check-in: once / day. In the event of fever with a persistent temperature of 38°C, the employee will be dismissed and the competent services will be notified.

4.2 Provisions to be made in the kitchen

- Prohibit suppliers from accessing the inside of the storage area and kitchen.
- Proceed with the unpacking of all products received and transfer the fruit and vegetables in clean and disinfected boxes.
- Respect the hygienic procedure for waste disposal.
- All work areas must have a hand wash station equipped with a soap dispenser, disposable towels and a pedal waste bin.
- Staff must wear gloves for sensitive handling and must wash their hands with soap and water after use.
- Provide individual work tools specific to each cook (utensils, knives) as much as possible.
- Follow the procedure for cleaning and decontamination of fruit and vegetables.
- Clean and disinfect work surfaces, equipment and utensils before and after each use.
- Follow the hygienic procedure for cleaning and disinfecting the cookware (correct use of the 3-tray system, disinfectant dosage and contact time).
- Strengthen the cleaning plans and increase the frequency of cleaning and disinfection of all surfaces and equipment that can be touched by hands.
- Ensure that there is sufficient ventilation in the storeroom and in the various areas of the kitchen.

4.3 Provisions to be made in restaurant room and customer sanitary facilities

- The restaurant room occupancy must be reduced to 50% while respecting the distance of one meter between guests and 2.5 m between tables.
- A group of guests including a maximum number of 4 people per table (parents with children are excluded from this limit).
- Place readable and visible posters to raise awareness and provide information on the new sanitary procedures to be observed. Posters can be paper or digital.
- Install a hydro-alcoholic gel dispenser at the entrance to the guest restrooms.
- The guest restrooms must be equipped with soap dispensers, single-use hand towels and pedal bins with regular supply and control.

- Increase the frequency of cleaning / disinfection of the guest's restrooms, including disinfection of door handles, faucets, flush toilets and any surface that may be touched by guests.
- At the end of each service, cleaning and disinfection of equipment, floor, contact surfaces, service utensils, door handles, cash registers, telephone, EPT (Electronic Payment Terminal), etc... must be carried out.
- Ensure that the room is well ventilated before and after each service.
- Air conditioner filters and vents/air conditioning units must be cleaned and disinfected at least once a week.

4.4 Hygiene measures to be followed at the entrance of the restaurant

- Ensure that the safety distance of at least one meter between guests before entering the restaurant is observed.
- Monitor the temperature of each customer by means of a non-contact infrared forehead thermometer (In case of fever with a persistent temperature of 38°C, the customer will not be admitted to the restaurant and the healthcare service will be contacted).
- Provide a hydro-alcoholic gel dispenser at the entrance of the restaurant.
- Staff must invite guests to disinfect their hands with a disinfectant gel at the entrance and exit of the restaurant.

4.5 Hygiene measures to be observed during service

- The menu card and the bill holder must be disinfected before and after each guest's use.
- Paper towels are required for each service.
- Glasses and cups must be either single-use or made of glass with strict obligation and instruction for washing and disinfection of glasses $T^{\circ} > 80^{\circ}\text{C}$ in glass washing machine or respect the disinfectant dosage in case of the three-basin system use.
- use of the single-use disposable products, if necessary, strict instruction for the application of hygienic procedures for cleaning and disinfecting the different types of plates and cutlery should be observed.
- the tableware (salt, pepper, oil and vinegar) is provided at the guest's request with cleaning and disinfection after each use.
- Disinfect the bottles of beverages before putting them on the guest's table.
- After each handling of coins (or cheques) disinfect the hands with the hydro-alcoholic gel (favour electronic payment).
- Infant seats, chair armrests and any other surface likely to be touched by guests must be disinfected after each use.
- Dishes, cutlery and other utensils used by guests must be cleaned and disinfected. Passing through the dishwasher machine with a rinse higher than 80°C is necessary. If the establishment does not have a machine, the utensils must be cleaned and disinfected according to the hygienic method of using the three-basin system as well as the dosage / contact time of the disinfectant.

- The table topping must be changed after each guest' s use.
- Restaurant linens must undergo a laundry cycle that includes a treatment at a temperature maintained at 65°C for at least 10 minutes, or at 71°C for at least 3 minutes.
- Group dancing is not allowed and must be restricted to the guest's chair premises only.

Suspend the following activities: nightclubs, dance clubs and cabarets.

4.6 Disposal of waste:

- Provide pedal bins with bag, intended for specific waste (masks, gloves) in a sufficient number in different premises and guests / staff areas.
- Provide pedal bins with bag and of sufficient capacity in the disposal areas to evacuate separately the single-use disposable products used by guests..

ANNEX 1

Handling COVID-19 suspicious cases discovered among staff or clients:

- In the event of «COVID-19» symptoms occurring in a member of staff or guest, the organisation of medical care must be implemented, in consultation with the occupational doctor / contracted doctor, in accordance with simple intervention procedures established in advance by the crisis committee.

WHAT TO DO:

- Notify the line manager and the occupational doctor / contracted doctor.
- Isolate the suspect case in a predefined location and imperatively respect the barrier measures.
- Alert the regional health department.
- Call 190 if there are signs of associated seriousness (choking, chest pain, loss of consciousness, etc.).
- Inform moderate and high-risk contacts of a suspected case of infection so that they can be vigilant for possible symptoms and remain at home until results are reported.
- Provide a formal procedure for cleaning premises where the infected person has stayed, following the specific recommendations :
 - It is preferable to wait several hours (≥ 6 hours) before cleaning the surfaces of area occupied by the patient.
 - Maintenance staff equipments :
 - Resistant household gloves
 - FFP2 mask (filtering facepiece mask)
 - Safety goggles
 - A disposable over-blouse
 - Work boots or shoes
- Soil and surface disinfection: Wet cleaning and disinfection is preferred.
 - 1-Clean with a detergent
 - 2-Rinse with water
 - 3-Let it dry
 - 4-Disinfect floors and surfaces with bleach
 - 5-Disinfect the handle of the squeegee used
 - 6-Disinfect mops and used linen and place them in a bag that will be disposed following the disposal protocol for medical waste



Establishment according to health measures



Republic of Tunisia
Ministry of Tourism and Handicrafts
Tunisian National Tourist Office