



THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF NATURAL RESOURCES AND TOURISM

**NATIONAL STANDARD OPERATING
PROCEDURES FOR MANAGEMENT OF
COVID – 19 IN THE TOURISM BUSINESSES**

MAY, 2020

1. Introduction

Tourism is one of the key economic sectors in Tanzania. Over the past few years, the sector's impressive growth has enhanced macro-economic diversification from the traditional reliance on agriculture. Tanzania is endowed with a variety of tourist attractions categorized into nature and non-nature based. The existence of these attractions appeals to significant number of tourists both from within and outside Tanzania, thereby supporting the economy.

In December 2019 the world had experienced an unexpected invasion of COVID-19, an infectious disease caused by Corona Virus, which was for the very first time reported in Wuhan Province of China. The United Nations World Tourism Organization (UNWTO) and the World Health Organization (WHO), through a joint statement issued on 27th February, 2020 asked countries in the world that, their response to the outbreak of COVID-19 be measured consistently and proportionately to the threat posed for public health (put people first).

In recognition of the importance of health, safety and security of tourists and the general public, Tanzania's tourism industry will put forward detailed protocols regarding sanitation and other procedures towards preventing the spread of Corona virus. The below mentioned operating procedures and measures should be adopted and customized by all tourism entities (define) to prevent the spread of COVID-19. Government Institutions, tourism business operators and other stakeholders are encouraged to continuously monitor on advisories issued by the Ministry of Health Community Development, Gender, Elderly and Children (MoHCDEC). These Standard Operating Procedures form a general guideline and have been based on WHO and other international guidelines. This is a living document and will be updated periodically as more information becomes available.

2. General Standard Operating Procedures (SOPs)

- (i) Every tourism entity must appoint and adequately train a COVID-19 Liaison Officer who will be the point of contact with the MoHCDEC. The COVID-19 Liaison Officer should keep abreast of health protocols and preventative measures and be updated on all designated approved hospitals for COVID – 19 testing and treatment, medical clinics and mobile clinics;
- (ii) Every tourism entity should ensure that updated COVID-19 precautionary measures are continuously observed and communicated accordingly with booking agencies;
- (iii) Every tourism entity should ensure that all contact surfaces are cleaned and sanitized with approved solutions on a regular basis;

- (iv) Every tourism entity should ensure that all staff use recommended protective gears when attending guests and servicing guest areas;
- (v) Every entity must ensure that staff and guests are aware and reminded to adhere to best preventive practice against COVID-19;
- (vi) Every tourism entity must provide hand washing and sanitizing facilities such as soap, sanitizers, and running water to both guests and staff;
- (vii) Every tourism entity, place or vehicles must display in a visible location contacts for COVID-19 Rapid Response Team (COVID-19 RRT);
- (viii) Every tourism entity should have in place thermal screening at entrance points;
- (ix) Every tourism entity must have in place an insurance mechanism for assisting guests to reach a designated hospital as approved by the MoHCDEC or to enable evacuation arrangements;
- (x) Every tourism entity must create a disposal mechanisms for masks, and other protective gears that comply with recommended national health and safety standards.

3. Specific Standard Operating Procedures

3.1. Standard Operating Procedures for staff

- (i) Staff members are encouraged to be quarantined 14 days or tested before going to do a service;
- (ii) Maintain a distance of not less than one (1) meter from one person to another;
- (iii) Contact COVID-19 liaison officer while on duty if having any respiratory symptoms associated with COVID-19. If at home, contact designated COVID-19 response centers as soon as possible;
- (iv) All employees are to exercise and adhere to best sanitation practices;

3.2. Standard Operating Procedures for Airports (International Arrivals and Departures)

- (i) All arriving flights must be Advance Passenger Information System (APIS) compliant so as to allow the Immigration Department and the Airport Authorities to receive and interrogate the flight manifest for possible high-risk passengers.

Non-APIS compliant flights or airlines should be notified that their passengers will be either subjected to MoHCDEC pre-screening or ultimately have their service denied entry.

- (ii) Any passenger aboard the flight who has travelled to and from any of the listed high-risk countries or regions may be subjected to be tested by the MoHCDEC officials.
- (iii) Guests must have COVID-19 negative certificates prior to arrival, those that do not will be subjected to testing on arrival and notified if positive.
- (iv) If a guest is found to be positive arrangements will be made at the advice of the Rapid Response Team.
- (v) Quarantine stations which facilitate a constant presence of public health nurses should be implemented. Passengers with a suspect travel history or showing signs or symptoms will be in quarantine in designated facility;
- (vi) All airport staff attending to passengers must be adequately equipped with protective gears.
- (vii) All passengers shall be subjected to screening by public health officials to detect high body temperature and other COVID – 19 symptoms

3.3. Standard Operating Procedures for Airports (Check -in and Lounge Areas)

(missing) to be updated by TAA

- To consider the following:
 1. Screening, the sharing of baskets for screening.
 2. Officials who do body searches, will they be changing gloves each time etc.
 3. Check - in – distancing
 4. Lounge area – distance of chairs, restaurant service staff
 5. Number of max people per lounge

3.4. Standard Operating Procedures for International Water vessels

- (i) All arriving vessels must provide their passenger list to Immigration Department 12 hours prior to arrival at the port – this allows Immigration Department, Tanzania Ports Authority (TPA) and MoHCDEC to receive manifest and scrutinize for possible high-risk passengers. Noncompliant vessels should be notified that their passengers will be either subjected to MoHCDEC pre-screening or ultimately have their vessels denied entry to our ports.
- (ii) Any passenger aboard the vessel that has respiratory or related symptoms of COVID-19, may be tested by the MoHCDEC

officials or remain aboard the vessel in quarantine space for the duration of the docking.

- (iii) The MoHCDEC reserves the right to deny arrival of the entire vessel as it deems fit.
- (iv) All seaport staff attending passengers must be adequately equipped with protective gears.

3.5. Standard Operating Procedures for Domestic Water Vessels

Missing to be filled by relevant body

To consider:

1. Check in procedures
2. Lounge areas
3. Number of passengers in the vessels
4. Offloading of passengers and cargo procedures
5. Service crew
6. Restaurant areas – can be similar to those of domestic

3.6. Standard Operating Procedures for Accommodation Facilities

- (i) Screening at hotel facilities for temperature done at points of entry
- (ii) All accommodation facilities should frequently clean surfaces in the workplace, such as workstations, countertops, light switches and doorknobs.
- (iii) Dining and breakfast facilities should limit the number of guest to adhere to the safety distance required. Tables should also seat limited number of seats.
- (iv) Avoid buffet style meals.
- (v) Guests should be managed to be spread out at all times.
- (vi) Items which guests handle regularly must be sanitized regularly
- (vii) In all places possible clean with set of disposable cleaning equipment

3.7. Standard Operating Procedures for Tour Operators

- (i) All effort must be made by all tourism operators who are required to interface with guests, to protect themselves by having sanitizers, gloves et cetera or any other item(s) required for personal safety, available in their workspace, such as vehicles, stalls, vessels et cetera.
- (ii) All tourism operators should maintain a safe distance with guests whom they interact with.
- (iii) All vehicles should be sanitized with recommended solutions and sprayed between each transfer.

- (iv) Immediately contact designated authorities of any suspicious cases.

3.8. Standard Operating Procedures for Mountain Climbing

- (i) All porters and crew given summary literature on Covid19, safety measures and preventing spread guidelines (as mandated by GoT Health ministry)
- (ii) All equipment to be handled by crew that have appropriate PPE when being packed, all offices and points of entry to have hand sterilisation stations and masks available and used throughout packing
- (iii) All food packing sterilised with 70% alcohol solution or appropriate commercial solutions
- (iv) All fresh food where possible sterilised / cleaned with appropriate sterilisation solution and packed in cleaned / sterilised tubs. Sealed until presentation for weighing at gate
- (v) All companies to provide sterilised transport to gates, PPE to be worn by porters in transport at all times
- (vi) All registration entry gates to have heat sensor TO ENTER.
- (vii) All guests and porters / crew to be checked prior to entry
- (viii) Those with fevers / high temperatures / flu like symptoms denied entry
- (ix) Masks are mandatory
- (x) All companies to have rubberised bags to carry equipment. Serves to stop any contamination of equipment / bags and positive side effect of waterproofing to a degree
- (xi) All weighing to be done with rangers with appropriate PPE and no touching of company equipment / cross contamination
- (xii) Weighing scales sprayed with sterilisation solution between bags
- (xiii) In camp on arrival have hand washing facilities before setting camp
- (xiv) Masks and disposable gloves to be worn by any crew setting tents
- (xv) All serving staff to guests or porters to wear masks, disposable gloves
- (xvi) Kitchen tents a must with only cook and camp crew allowed to use, all other staff kept away
- (xvii) Cleaning crews to wear masks and gloves and use tongs
- (xviii) Cleaning crew to disinfect all public toilets every 30 minutes when guests in camp
- (xix) Cleaning crew to disinfect main scrambling routes end of day final clean up

- (xx) All eating spots to be planned to accommodate distancing of groups according to expected capacity
- (xxi) Follow GMP on limiting numbers of trekkers with permitting system for all routes. Max guests as per available camping places with min 5 meters between groups?
- (xxii) Develop dual route system for porters and guests to enable easier distancing / reduce passing on trail. Lemosho and Machame need particular attention
- (xxiii) Summit sign boards remove non uhuru peak sign boards to stop congestion.
- (xxiv) Uhuru peak make multiple sign boards x 6 but smaller less obtrusive to allow distancing of groups and less jams
- (xxv) Make up and down trails to allow more distancing on certain summit sections where there is congestion
- (xxvi) Multiple sign out books / stations to allow more space less congestion with spacing ground markers
- (xxvii) Mt Meru allow companies with own fire arms to lead own groups rather than grouping many guests with 1 ranger on day 1 or 2
- (xxviii) Anyone with symptoms should be requested to descend with appropriate support and monitoring

3.9. Standard Operating Procedures for BOMA Visits

NCAA to input

3.10. Standard Operating Procedures for Events

- (i) Attendees must sanitize upon entering the event and before any activity undertaken during the event.
- (ii) Attendees must handle all event items on their own and independently
- (iii) Participants and staff should adhere to a safe distance in their interactions
- (iv) Registration areas should not be congested and numbers limited in group areas.
- (v) For indoor events, it is recommended that designated personnel open and close the doors to prevent multiplicity of persons touching door handles.

3.11. Standard Operating Procedures for Public Transport

To consider putting a simply travel advise on public transport – wording should not create a fear but assurance that members of the public are aware and taking precautions etc but advise to

use only those transport vehicles that show to adhere to the safety and hygiene standards mentioned in the paragraph 2....

4. Monitoring and Evaluation

- (i) All tourism entities will be monitored by the Ministry of Natural Resources and MoHCDEC. Each facility, car, entity must have on public display contact numbers of the Rapid Response Team.
- (ii) Guests and residents are encouraged to contact the Rapid Response Team at any occasion should they feel that a person, facility, or entity is not adhering these published SOPS.
- (iii) Protocol if people become ill – where do you go if high fever, or if you test positive