



*Karnataka*  
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Department of Tourism



# COVID-19 Preparedness Protocols for Tourism in Karnataka

## Vol III – Protocols for Tourist Destinations

Department of Tourism, Government of Karnataka

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## Foreword from Honourable Minister for Tourism



The global COVID-19 pandemic has brought about challenges that have affected all of us in different ways. The past few months have seen us rapidly adapting to the changes brought about due to COVID-19 and as a result, we find ourselves in a new normal. In this new and evolving reality ensuring hygiene and safety is of paramount importance and as we emerge from the lockdown, we need to continue to exercise caution. The Department of Tourism has undertaken a detailed exercise to come out with a comprehensive set of protocols to be followed across the tourism industry to ensure that we are prepared to deal with challenges posed by COVID-19 even as we open up our destinations to welcome visitors once again.

These protocols have been formulated to create a safe and reassuring environment for all tourists in Karnataka. The guidelines also take care for the health and safety of the tourism workforce of Karnataka, ensuring that all stakeholders can productively contribute to Karnataka's economy. The guidelines are based on recommendations from authorities such as WHO, FSSAI, Ministry of Health and Family Welfare and Ministry of Tourism, Government of India and refined through detailed inputs taken from key stakeholders of the travel, tourism, and hospitality industry of Karnataka.

The tourism sector is an important economic driver for Karnataka and our Government shall take all steps necessary to support the sector emerge from this crisis stronger, resilient, and better. Through collaboration between the Government, the industry and the tourists, we can ensure that even in this new normal, visiting Karnataka continues to be a safe and memorable experience.

**C.T. Ravi**

**Hon'ble Minister for Tourism, Kannada & Culture, and  
Youth Empowerment & Sports  
Government of Karnataka**



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Department of Tourism

# COVID-19 Protocols for Tourist Destinations in Karnataka

Department of Tourism, Government of  
Karnataka

# COVID-19 Protocols for Tourist Destinations in Karnataka

## 1 Introduction

The ongoing COVID-19 pandemic has brought most of the world to a standstill and has presented tourism sector with unprecedented challenges. The health and safety of the people is of utmost importance for the Government. As the lockdown restrictions are being eased, and businesses are resuming activities, it is necessary to have safety and hygiene protocols in place for Tourist destinations with an increased focus on health, safety and social.

Rebuilding trust and confidence in tourist will be key to ensuring tourism recovers from this crisis. Department of Tourism, Government of Karnataka has drafted hygiene and safety protocols which shall be mandatorily followed at all ticketed Tourist Destinations in Karnataka except Entertainment Parks. In reference to the Government order issued by Ministry of Home Affairs, Government of India – **No. 40-3/2020-DM-I(A)** dated 30<sup>th</sup> May 2020, Entertainment Parks have been categorized under the Phase III of the phased re-opening of areas outside containment zone plan. Therefore, the Entertainment Parks shall be operational only when the Government issues permission to operate the same. Post issue of permission, Government shall issue appropriate guidelines for their operation

The safety protocol provided in this document delves into every aspect of hygiene at all tourist destination, from the moment a tourist enters the destination. The measures provided are operational requirements for destinations which needs to be implemented before reopening for business.

The protocols for tourist destinations were compiled based on inputs obtained from industry associations and leading hospitality companies. The protocols also take into account some of best practices being implemented at tourist attractions across the world, *SOP on preventive measures in Hotels and Other Hospitality Units to contain spread of COVID-19*, issued by Ministry of Health and Family Welfare, Government of India guidance issued by World Health Organization (WHO), *COVID-19 Safety and Hygiene Guidelines for Tourism Sector (Hospitality Units)* issued by Ministry of Tourism, Government of India, Food Hygiene and Safety Guidelines issued by FSSAI. It is important to note that due to the evolving nature of the COVID-19 challenge, the guidelines and measures contained in these protocols shall also continue to evolve as new insights, best practices, government guidelines, and guidance from medical and healthcare professionals continue to emerge.

The protocols have been drafted with the intent to ensure preparedness of the Tourist Destinations and to rebuild trust & confidence of the public by preventing cases and mitigating impacts. The objective is to ensure that protocols are in place and destinations are prepared to welcome tourists once the restrictions are lifted. The protocols defined in these guidelines aim to improve crowd management and hygiene measures to ensure tourist safety. The guideline covers the following focus areas with respect to COVID-19 preparedness:

- General Preparedness
- Safety & Hygiene
- Social Distancing
- Cleaning & Sanitation
- Awareness & Training

In addition to this, these protocols endeavour to make the traceability of the visitors easier, in case a situation in future warrants so.

## 2 General Preparedness of Tourist Destinations

The management or the administration of the ticketed tourist destinations shall be responsible for the general preparedness of the destination. These preparedness measures aim to prevent cases, effectively manage cases, and mitigate impact among the tourists visiting the destination.

### 2.1 COVID-19 Crisis Management Team

- i. The management or the administration of the tourist destinations shall constitute a **COVID-19 Crisis Management Team** involving representative of each of the relevant departments important in operating the ticketed tourist destination. The COVID-19 Crisis Management Team shall be responsible for various activities like implementation of crowd management, hygiene and sanitation, staff training and awareness as per the guidelines.
- ii. Roles and responsibilities of each member of the COVID-19 Crisis Management Team shall be defined.
- iii. COVID-19 Crisis Management team to be responsible for drafting an Action Plan for implementation of various activities with respect to General Preparedness of the tourist destination viz Crowd Management, Training of Staff, Compliance to Hygiene & Sanitation/ Disinfection guidelines, Social Distancing norms, Coordination with local Health Department and identification of key member for each activity.
- iv. COVID-19 Crisis Management Team to have a designated COVID Coordinator, ideally an officer from the higher management or a specially appointed officer, responsible for reporting any health-related issues among the staff or the visitor in the destination and for coordination with local Govt Health officials for protocols.
- v. The COVID-19 crisis management team to proactively communicate guidelines and expectations for health and hygiene procedures and precautions to all its staff before opening.
- vi. Communication regarding safety and hygiene guidelines to be circulated among staff through COVID Coordinator . COVID coordinator shall be responsible to give the necessary training on the guidelines to the employees and ensure compliance to the measures. This approach shall ensure the flow of correct and pre-defined information to all the departments. The COVID Coordinator shall be trained and informed of the duties as per the Action plan.
- vii. COVID-19 Crisis Management Team to ensure that adequate manpower shall be deployed by hotel management for ensuring social distancing norms.
- viii. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions should be advised to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Crisis Management Team to facilitate work from home wherever feasible.
- ix. COVID Coordinator to ensure required precautions while handling supplies, inventories and goods in their unit. Proper queue management and disinfection shall be organized
- x. COVID Coordinator to ensure maintenance of log of all the interventions undertaken under the guidelines.

## **2.2 Strategies for Crowd Management at Tourist Destination**

Ensuring social distancing at the tourist destination is one of the most crucial preventive and protective measures to ensure the safety of the visitors and staff. The following action are imperative to facilitate physical distancing while the destinations resume operations.

- i. Management to take measures to reduce tourist destination capacity to allow for appropriate physical distancing. Tourist Destination shall operate with a carrying capacity limited to a maximum of 50 per cent of the total carrying capacity. This shall be the maximum number of visitors that a destination can accommodate and still achieve the desired conditions/measures of social distancing. The tourist destination carrying capacity at any point of time shall be calculated based on social distancing norms that allows for minimum 2 metres (6 feet) of physical distancing per person. Family groups can stay together in one 2 metres (6 feet) space as long as the group is at least 2 metres (6 feet) away from any other individuals or family groups. Based on the carrying capacity online ticketing may be issued for defined timeslots (x number of visitors for a defined timeslot for example 1 hour)
- ii. Capacities may also be calculated for various sub- tourism attractions within the tourist destination to avoid any grouping.
- iii. Details regarding the operating capacity, permissible number of visitors and preventive measures to be clearly communicated to the tourists through promotional materials and various platforms viz Newspaper, official website, social media.
- iv. Tourist destinations shall be operational for only limited time-period in a day. Where possible, stagger arrival times to minimize queue lines or crowds at the destinations entrance. The duration of the opening and closing of the destination may be decided in consultation with the local authority.
- v. Management to restrict group visits, guided tours, public programs, and special or private events, wherever applicable.
- vi. Management to create unidirectional in and out strategy or trail for the visitors, wherever applicable.
- vii. Management should create online ticketing facility to provide ticket reservations and to control the daily reception of visitors. Tourists will be required to purchase admission tickets prior to their arrival. The details of the online ticketing facility may be widely circulated in the Website and Social Media for the benefit of public. The same may also be displayed in front of the Tourist destination. Queueing to book physical tickets shall be discouraged. If unavoidable the management may allow physical ticket booking following social distancing norms and reducing contact points.

## **3 Safety and Hygiene Protocol**

### **3.1 Availability of COVID-19 related amenities**

- i. Before reopening, COVID-19 Crisis Management Team to ensure availability of adequate supplies to support healthy hygiene behaviours for staff and visitors
- ii. Sufficient quantity of below mentioned amenities must be available at the destination apart from regular amenities

Must Have	Good to have
Hand Sanitizers	Gowns/Aprons
Face Masks	Personal protective equipment (PPE)
Garbage Bags	
Chemicals for Deep cleaning	
Thermal Gun/ Scanner	
Hand gloves	
Biohazard disposable waste bag	

### 3.2 General Guidelines

The following general guidelines must be observed by the tourist destinations:

- i. All tourist destination staff must wear face masks and single use gloves mandatorily while performing their duties at the property.
- ii. A safe physical distance of at least **2 metres (6 feet)** should always be mandatorily maintained by all while at the premises of the destination.
- iii. Clear Signages on “*safe physical distance of at least 2 metres (6 feet)*” to be displayed at frequent places at the tourist destination to reinforce social distancing behaviour among the staff and tourists.
- iv. **2 metres (6 feet) physical** distance markings at all waiting areas like entrance, ticketing should be done for tourists to stand during the queue.
- v. To ensure that all destinations personnel use face masks, hand gloves and sanitizers while doing daily activities, they need to be properly trained by the COVID Coordinator .
- vi. Hand Sanitizers to be placed at frequent intervals in the premise of the destination for use by the Tourists.
- vii. A well informed and trained security person to keep check at the main entrance gate of the area and should be available wherever applicable to supervise social distancing.
- viii. CCTV cameras at the tourist destination must be fully functional and capture the entire premise.
- ix. All touch points at the destination (like ticket counter slabs, doorknobs, safety latches and taps etc.) must be cleaned regularly with surface cleaner i.e. R2 Cleaner, Detergent water, Disinfectant Surface Cleaners .It is advised to use Sodium Hypochlorite 1% / solution having at least 70% alcohol should be used to clean these touch points.
- x. All staff / tourist shall be strictly screened using thermal gun/scanner by designated trained person at entry by holding the scanner 3 to 15 cm away from the person’s forehead and anybody having fever(equal to or more than 37.50 C/ 99.50 F ), cold, cough, sore throat, difficulty in breathing shall not be allowed and immediately sent to seek medical advice or dial 14410 (*Apthamitra Helpline*).

- xi. Staff should remove the gloves properly and should not touch their face after removing the gloves. Staff to immediately wash hands after removing gloves.
- xii. Common area like cafeteria, gift/ souvenirs shops, washroom cleaning checklist should be displayed. Cleaning checklist to be updated and monitored regularly during the day to ensure compliance by the *COVID- 19 Crisis Management Team*
- xiii. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasizes that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40- 70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
- xiv. Rearrangement of common sitting/ gathering areas at the Tourist Destination, table and seating arrangement should be done following social distancing norms.
- xv. Proper crowd management in the Tourist Destination as well as in outside premises like parking lots should be duly following social distancing norms. Large gatherings/congregations continue to remain prohibited.
- xvi. Bio-metric machine and similar equipment for recording staff's attendance to be discontinued. Alternate methods viz QR Code method may be devised for staff to mark attendance
- xvii. All the promotional material, including the official website, of the Tourist Destination should clearly mention all the details with respect to permitted visiting capacity, timings and other precautionary measures taken as per the guidelines and Dos & Don'ts that the tourists need to be aware of while visiting.
- xviii. Spitting is strictly prohibited.
- xix. Gaming Arcades/Children play areas (wherever applicable) shall remain closed
- xx. All visitors (except in case of foreign nationals) and the staff should use *Aarogya Setu* app for survey.

### 3.3 Ticketing Protocol for Tourist at Entrance

- i. Screen all tourists at entry point for symptoms of COVID-19 such as temperature (using non-contact type thermometer/ thermal guns), cough, cold, etc. Temperature Screening should be conducted while maintaining privacy.
- ii. Only asymptomatic tourists shall be allowed.
- iii. Those performing initial screenings should be trained on the screening procedure. They should wear the appropriate protective gears as per the guidelines.
- iv. Those with temperature more than 37.5 °C (99 °F) and/or flu like symptoms shall **not be permitted** to enter the premises of the tourist destination. The management should record their contact details and be empathetic towards such visitors while advising to return.
- v. All visitors to provide basic personal information when visiting the destination, including name, phone number, Govt. ID type and ID number. Consent for sharing of their details with the administrative / health authorities should be taken from visitors, as and where required for contact tracing related activity.

- vi. Management to arrange for containment room or isolation area for visitors or employees with potential COVID-19 symptoms. The visitor with the symptom and people accompanying him/her should all be moved to the containment area.
- vii. Visitors showing any of the symptoms of COVID-19 will be recommended to visit a doctor and the administrative / health authorities shall be notified of such visitors for further protocol.
- viii. Tourist to be allowed entry only if using face cover/masks. Tourists are always required to wear face mask inside the destination.
- ix. Tourist must be requested to maintain a queue with **2 metres (6 feet)** distance between them while waiting at the ticketing counter. Standing space signs will be placed on the floor to maintain social distancing.
- x. All tourists visiting the destination shall be briefed on the safety measures taken at the destination.
- xi. All the tourists shall be briefed on the **Dos and Don'ts** to be mandatorily followed by the tourists during their time at the destination.
- xii. Hand Sanitizers must be kept at the ticketing center for tourist to use. Tourists to sanitize hands before & after getting the tickets for the destinations.
- xiii. Payment via digital mode for ticket purchase to be encouraged as much as possible. Cash handling should be avoided if possible. If cash handling is required, staff should wash or sanitize their hands frequently.
- xiv. Reduce cash purchase transactions wherever possible. Encourage visitors to purchase tickets online/ payment apps if possible.
- xv. Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home. Management of the tourist destination to advise accordingly.
- xvi. Guests who are at higher risk, i.e., those who are older, pregnant or those who have underlying medical conditions are advised to take extra precautions.
- xvii. All visitors (except in case of foreign nationals) should use Aarogya Setu app for survey.

### **3.4 Common Area Cleaning**

- i. Place individual hand sanitizers in all common areas.
- ii. All common areas to be cleaned daily.
- iii. Seating/lounging areas to be readjusted to accommodate physical distancing guidelines to allow **2 metres (6 feet)** of space between individuals or family units. Areas should be cleaned and sanitized frequently.
- iv. In case of deep or normal cleaning, staff must wear face masks and gloves during the cleaning process.
- v. Staff must sanitize their hands or wash their hands with soap before & after the cleaning process.
- vi. Signage to be displayed making the guest aware of the cleaning protocols.

- vii. If any COVID 19 positive tourist has been informed to have visited the tourist destination, the entire destination should be closed for deep cleaning and fumigation of the entire premise. The same shall be reported to the district administrative / health authorities.
- viii. All the staff members to be tested for COVID-19 and monitored for symptoms
- ix. For cleaning the following process outlined should be used

S. No	Item	Item/Equipment	Frequency	Method/procedure
1.	General Cleaning	R2 /Detergent & Warm Water, Disinfectant	Twice a day	<ul style="list-style-type: none"> <li>• Scrub floors with hot water &amp; detergent using minimal water</li> <li>• Clean with plain water</li> <li>• Allow to dry &amp; mop with disinfectant (1% Sodium Hypochlorite)</li> </ul>
2.	Lockers, Tables Cupboard, Wardrobes	Damp Duster with disinfectant	Daily	<ul style="list-style-type: none"> <li>• Wipe with cloth dipped in 1% Sodium Hypochlorite solution</li> </ul>
3.	Railings	Detergent/Sanitizer-hot water , Disinfectant	Twice a day	<ul style="list-style-type: none"> <li>• Wipe with cloth dipped in 1% Sodium Hypochlorite solution</li> </ul>
4.	Mirrors &Glass	Warm water/Detergent water/Cleaning solution damp cloth wiper	Daily	<ul style="list-style-type: none"> <li>• Using warm water &amp; a small quantity of detergent &amp;</li> <li>• Using a damp cloth, wipe over the mirror, then using dry cloth buff the mirror &amp; glass to a clean dry finish</li> </ul>
5.	Furniture & Fittings	Disinfectant, Duster	Daily	<ul style="list-style-type: none"> <li>• Wipe with cloth dipped in 1% Sodium Hypochlorite solution for furniture &amp; fittings, including chairs, stools, beds, tables etc.</li> </ul>
6.	Light Switches/ Over bed lights	Disinfectant, Duster	Daily	<ul style="list-style-type: none"> <li>• Light switches to be cleaned of dust, spots&amp; finger marks, clean with damp clothes</li> <li>• Over bed lighting to be damp, cleaned with damp cloth</li> </ul>
7.	Toilet Pot/ Commode	R1/Soap powder, Long handle angular brush	Whenever required	<ul style="list-style-type: none"> <li>• Inside Of toilet pot/commode</li> <li>• Scrub with the R1/soap powder &amp; angular brush</li> <li>• Clean with R1/soap powder &amp; scrubber</li> </ul>
8.	Toilet Floor / Sink	R1/Soap powder, scrubbing brush	Whenever required	<ul style="list-style-type: none"> <li>• Scrub with soap powder &amp; the scrubbing brush</li> <li>• Wash with water</li> </ul>

S. No	Item	Item/Equipment	Frequency	Method/procedure
9.	Taps & Fittings / Shower area	Warm water, Detergent powder, Nylon scrubber	Whenever required	<ul style="list-style-type: none"> <li>Wipe over taps &amp; fittings with a damp cloth &amp; detergent Care should be taken to clean the underside of taps &amp; fittings</li> </ul>

### 3.5 Food and Beverages (F&B) outlet at the Tourist Destination

- i. Hand sanitizers/ pedal sanitizer should be placed at the entrance and other areas such as washrooms at the F&B outlet. Tourists are directed to sanitize the hands before proceeding for seating area
- ii. Safety and Hygiene protocols issued by FSSAI - Food Hygiene and Safety Guidelines for Food Businesses during Coronavirus Disease (COVID-19) Pandemic, shall be implemented in all F&B outlets operating within the premise of the Tourist Destination. The Safety and Hygiene protocols issued by FSSAI - Food Hygiene and Safety Guidelines for Food Businesses during Coronavirus Disease (COVID-19) Pandemic is enclosed as Annexure to this Guidelines.
- iii. It is advised to use disposable cutlery for all purposes and used disposable cutlery must be kept in garbage bags.
- iv. In case of a dine-in facility, modification of the restaurant layout to be made keeping minimum 1meter distance between tables.
- v. Sanitization of the furniture at dine-in facility should be done after each tourist leaves the dine-in table.
- vi. Dining slots facility to be allowed to operate for fixed timing during the day to ensure only limited tourists and avoid overcrowding.
- vii. Contactless Menu such as QR Code may be used.
- viii. Tourists may be requested to make the payment via digital mode / payment apps as much as possible.

### 3.6 Case of an Affected Staff

- i. All staff to be monitored daily for temperature and symptoms
- ii. Proper records of any symptom such as cough/cold/fever should be maintained
- iii. If a member of the staff reports respiratory symptoms, the staff member must immediately stop work and seek medical assistance. The staff should stay isolated while the COVID 19 Crisis Management Team shall notify the administrative / health authorities for further protocol.
- iv. Staff who report from home that they are ill with respiratory symptoms should be advised to stay at home and seek medical attention.
- v. Staff who report from home that they have been diagnosed with COVID-19 should be informed to the administrative / health authorities and follow the instructions received from the doctor, including

the recommendation of self-isolation at home until the symptoms have completely disappeared. Dial *Apthamitra* helpline 14410 if any medical assistance is required.

- vi. If any COVID 19 positive workers identified, the entire destination should be closed for deep cleaning and fumigation of the entire premise.
- vii. All the staff members to be tested for COVID-19 and monitored for symptoms

#### **4 Dos and Don'ts for the Tourist**

- i. Wearing a face mask in the premises of the tourist destination is mandatory.
- ii. Tourists are recommended to carry their own sanitizer and wet wipes for personal use.
- iii. F&B Kitchen area entry must be prohibited for tourists.
- iv. Adherence to the social distancing measures. Tourist to always keep a safe physical distance of at least 2 metres (6 feet) while you are at the destination
- v. Hands should be washed frequently with the soaps/sanitizers provided at the common places in the destination
- vi. Tourists should be advised not to visit areas falling within containment zone.

#### **5 Dos and Don'ts for Staff**

- i. All staff should mandatorily wear face masks all the time
- ii. Staff are always advised to maintain minimum 2 metres (6 feet) physical distance with the tourists and other staff members
- iii. Destination staff should sanitize/wash their hands regularly.
- iv. Staff should adhere to zero contact policy the destination
- v. Clean and disinfect public areas, F&B areas every 2 hours.

#### **6 Awareness at Tourist Destination**

- i. Dissemination of information material like short documents or informative posters that can amplify the key messages among tourists, including the promotion of handwashing (at least 40-60 seconds, all parts of the hand), respiratory hygiene, and coughing etiquette.
- ii. Clear Social Distancing Markers/ Signages on "*safe physical distance of at least 2 metres (6 feet)*" at every potential visitor congregation location to be displayed to reinforce social distancing behaviour among the staff and tourists.
- iii. Clear messages on "*safe hand washing techniques*" to be displayed at frequent places at the tourist destination to reinforce personal hygiene behaviour among the staff and tourists.
- iv. Information on the measures taken at the destination to be displayed on all promotional materials, including the on the official website, of the destination and social media platforms to establish expectations and instil confidence among the visitors.
- v. **Dos and Don'ts** posters displayed at various location of the tourist destination to maintain social distance and self-hygiene etc.

## 7 Staff Training Protocols

- i. Training programs to be conducted with aims to reduce the risk of infection through appropriate social distancing, cleaning, disinfection, and hygiene procedures and adopted measures that could protect the tourists and the staff at the destination.
- ii. All the staff including the security guard should be properly briefed about the processes and a drill regarding the same must be put in place.
- iii. COVID Coordinator to train the staff of their respective departments if needed.
- iv. Staff training should cover Personal Hygiene, Social Distance and Sanitation. All Staff to be trained to brief tourists on the following :-
  - a. Social distancing includes refraining from hugging, shaking hands with visitors as well as among staff. It involves maintaining distance and avoiding anyone who is coughing or sneezing.
  - b. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
  - c. Also avoid touching eyes, nose, and mouth. Hand sanitization is indicated after exchanging objects (money, credit cards) with guests.
  - d. Respiratory etiquette to be strictly followed. This means strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly. The used tissue should be disposed of immediately in a bin with a lid.
- v. All staff members to self-monitor their health and report any illness at the earliest to COVID-19 Crisis Management Team and Apthamitra helpline (14410) for medical support.

## **8 Annexures**

### **Guidelines for Running of Air Circulation, Air cooling and Air conditioning Equipment during COVID-19 issued by Central Public Works Department (CPWD)**



Govt. of India  
Central Public Works Department  
O/o Chief Engineer (CSQ)(E)  
A Wing, Room No.229,  
Nirman Bhawan, New Delhi-110011  
Ph. No. 011-23061418



No. CE CSQ(E)/COVID-19/2020/ 028

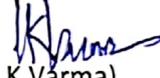
Dated 13-5-2020

**OFFICE MEMORANDUM**

In supersession of this OM No. CE CSQ(E) /COVID-19/2020/025 dated 22.04.2020, "Guidelines for Running of Air Circulation, Air cooling and Air conditioning Equipments during COVID-19" are enclosed here for the guidance of field Units of CPWD. Respective Administrative Heads of the Ministries/Departments shall be fully apprised and only after obtaining their concurrence, the decision to operate or not the AC/Air cooling system should be taken. Respective social distancing norms issued by Central Government from time to time may also be adhered to while these guidelines are implemented.

This issues with the approval of DG, CPWD

Encl: As above.

  
(C.K. Varma)  
Chief Engineer CSQ(E)  
13/5/2020

To,

SDGs/ADGs/CEs/SEs/EEs of CPWD (Through CPWD Website only)



सत्यमेव जयते

भारत सरकार

**GOVERNMENT OF INDIA**

केन्द्रीय लोक निर्माण विभाग

**CENTRAL PUBLIC WORKS DEPARTMENT**

**GUIDELINES FOR RUNNING  
OF  
AIR CIRCULATION, AIR COOLING  
AND  
AIR CONDITIONING EQUIPMENTS  
DURING  
COVID-19**



महानिदेशालय, के०लो०नि०वि, निर्माण भवन, नई दिल्ली-110011

**DIRECTORATE GENERAL, CPWD, NIRMAN BHAWAN, NEW DELHI -110011**

### Committee Composition for Developing the Guidelines

1.	Sh. Anant Kumar	ADG(Tech)	Chairman
2.	Sh. C.K.Varma	CE CSQ(E)	Member
3.	Sh. Vikas Rana	CE NDZ 1	Member
4.	Sh Rajiv. Sao	SE & PD, NAHAN	Member
5.	Sh. Vivek Gupta	SE(E),o/o CE & TA	Member
6.	Sh. S.P.Gupta	SE(E), Dir- ERP	Member
7.	Sh. Prashant Gupta	SE(E), Dir-PM & PG	Member
8.	Sh. Sanjiv Agarwal	EE(E), RML Hospital	Member
9.	Sh. Vishesh Swamiwal	EE(E), SCPD	Member
10.	Sh. Yogendra Kumar	EE(E), DED-101	Member
11.	Sh. S. Mandal	EE(E), Delhi PWD	Member
12.	Sh. M.V.Chalpati Rao	SE (E)O/o CE CSQ(E)	Member Secretary

# Guidelines for Running of Air Circulation, Air cooling and Air conditioning Equipments during COVID-19

## Introduction

Corona Infection through Air flow has become an issues summer has already started and monsoon season will begin soon. The thermal discomfort will therefore be maximum now onwards due to seasonal changes and there can be a possibility of its spread through air flow. Therefore, maximum caution should be exercised to minimise the chances of spread of corona virus through air flow in enclosed spaces like residences, offices, meeting places, assembly places etc. Below are some of the principles to be followed while using the air cooling and conditioning devices.

## General Guiding Principles

1. Temperature- The temperature setting of all air conditioning devices should be in the range of 24-30 °C
2. Relative Humidity- should be in the range of 40-70%
3. Intake of Fresh Air- should be as much as possible
4. Recirculation of Air- should be avoided to the extent possible
5. Cross Ventilation- should be adequate
6. Replacement of air by using the facility of exhaust fans in the nearby area
7. Air Sanitisation- should be very frequent by regular cleaning and sanitisation of filters of indoor unit.
8. Observing Social Distancing norms, wearing of mask, avoiding direct contact of air flow, frequent surface decontamination are to be followed compulsorily.

A proper mix of the above principles should be followed depending upon the places and options available.

## Options of Devices/Equipments Available

1. Fresh Air intake through open windows and other openings like doors etc.
2. Air circulation through Ceiling fans
3. Window fitted Desert coolers
4. Evaporative Type Air Cooling Plants/Ducted Air-Cooling Plants
5. Room ACUnits (Window/Split type)
6. VRV/VRF Plants
7. Central ACPlants supplying conditioned air through AHUs (Air Handling units)

## Guidelines for operating Air Cooling/Conditioning devices

S.N.	Application Area	Air Cooling/Conditioning Options without aiding infection/contamination
1.	Controlled environment and	A. Window fitted Desert coolers/ Room ACs(Window/Split)/Fans aided by maximum Fresh air

	mild exposure such as Residences, Standalone workspaces/Offices	<p>intake by opening of doors and or windows and supported by air replacement through exhaust fan facilities in the nearby areas.</p> <p>B. Temperature and Humidity range should be maintained as per General Guidelines wherever applicable.</p>
2	Moderate risk of exposure and concentration such as meeting Rooms, Dispensaries etc.	<p>A. Window fitted Desert coolers/ Room ACs (Window/Split)/ VRV/VRF system (Indoor units)/Fans aided by maximum Fresh air intake by opening of doors and or windows and supported by air replacement through exhaust fan facilities in the nearby areas.</p> <p>B. Temperature and Humidity range should be maintained as per General Guidelines wherever applicable.</p>
3	Maximum exposure and concentration such as Institutions, Malls etc.	<p>A. Window fitted Desert coolers/ Room ACs (Window/Split)/ VRV/VRF system (Indoor units)/Fans aided by maximum Fresh air intake by opening of doors and or windows and supported by air replacement through exhaust fan facilities in the nearby areas.</p> <p>B. Temperature and Humidity range should be maintained as per General Guidelines wherever applicable.</p> <p>C. It is advisable to avoid Central AC to the extent possible, in case same is not feasible then below mentioned point to be followed:</p> <ol style="list-style-type: none"> <li>I. AHUs are advised to run on maximum fresh air as possible.</li> <li>II. AHUs are advised to run at least 2 hours prior to office time and stop 2 hours after office time to ensure no contamination remains. This time may be increased at the discretion of maintenance in charge of the building.</li> <li>III. Heat Recovery Wheels wherever fitted should not be used and should be stopped completely.</li> </ol>
4	Ultimate exposure and concentration such as General Hospitals, Isolation Facilities/Wards etc.	<p>General guidelines issued by NCDC, MoHFW, Delhi</p> <p>A. Ensure adequate room ventilation. If room is air conditioned ensure 12 ACPH (Air Changes per Hour) and filtering of exhaust air. A negative pressure in isolation rooms is desirable for patients requiring aerosolization procedures (intubation, suction nebulisation).</p> <p>B. These rooms may have standalone air conditioning. These areas should not be a part of central air conditioning.</p> <p>C. Temperature and Humidity range should be maintained</p>

		<p>as per General Guidelines wherever applicable.</p> <p>D. If air conditioning is not available negative pressure could also be created through putting up 3-4 exhaust fans driving air out of the room.</p> <p>Note: For HVAC design for Hospital etc. guidelines mentioned at Sl. No. 9 of references to be used.</p>
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Equipment wise guidelines are also given at Annexure A.

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#### Disclaimer

The above guidelines are developed based on the available information and knowledge on the spread of Corona virus in different situations.

Table-2 Equipmentwise Guidelines

S.N.	Equipment/Device	Operating guidelines	Remarks
1.	Ceiling Fan	Should run at low-medium speed with intake of fresh air as much as possible by keeping window and doors opening	It doesn't work at high temperature and humidity. Switch to options 2 /3.
2.	Window Fitted Room Cooler	A.Should run with intake of fresh air and arrangement of exhaust as far as possible.  B. The water of the cooler as well as cooler pads must be disinfected at regular intervals.	A. To control high humidity in rainy season exhaust fan must be used.  B. It does not work at high humidity. Switch to option 3 supplemented with option 4.  C. Guidelines for prevention of Dengu must also be followed.
3.	Room AC(Window/Split)	Should run with temperature setting between 24-30degree C.	Use with windows partially open for fresh intake of air
4.	Exhaust Fan	Should run continuously for exhausting the hot air	For supplementing air circulation by all types of air cooling/conditioning devices like Ceiling fan, Air cooler, Room AC etc.
5.	Evaporative Type Air Cooling/Ducted Air Cooler	A. Should run with intake of fresh air and arrangement of exhaust as far as possible.  B. The water, pads of the blower section and ducts must be disinfected at regular intervals.	A. It does not work at high humidity. Switch to option 3 supplemented with option 4.  B. Guidelines for prevention of Dengu must also be followed.
6.	VRF/VRV System (High wall, Cassette type Units etc.)	Should run with temperature range of 24-30 degree C with maximum fresh air and supplemented by adequate exhaust	Wherever this system is installed, filters of indoor units to be disinfected frequently.

**Food Hygiene and Safety Guidelines for Food  
Businesses during Coronavirus Disease (COVID-19)  
Pandemic (FSSAI)**

# FOOD SAFETY AND STANDARDS AUTHORITY OF INDIA

## Food Hygiene and Safety guidelines for Food Businesses during Coronavirus Disease (COVID-19) Pandemic

### Introduction

Coronavirus disease 2019 (COVID-19) is an urgent and spreading threat, the clinical and epidemiological characteristics of which are still being documented. The disease is spreading rapidly and the number of cases is rising in most of the countries including India. The disease can present as asymptomatic to mild flu like symptoms to severe respiratory symptoms and in some cases even with gastrointestinal symptoms. Respiratory diseases in severe form can present as acute respiratory illness and pneumonia. Exact dynamics of spread is yet to be determined; however as evident it seems to spread as:

1. *Directly* by human to human transmission, through respiratory droplets when the person carrying the virus either sneezes, coughs; through close personal contact (including touching and shaking hands); or through touching your nose, mouth or eyes with contaminated hands.
2. *Indirectly* through contaminated surfaces that contain the virus.

The potential for food borne transmission is a concern with every new emerging infection. There are no reports or any evidence of faecal-oral transmission and no reported case of Coronavirus Disease (COVID-19) pandemic has been linked to transmission by food. Viruses need to enter living cells in order to be able to replicate. Unlike bacteria, they never replicate in food. Consequently, viruses never cause deterioration of the food product and the organoleptic properties of the food will not change due to viral contamination. In case of COVID 19, the main risk involved in human to human transmission during food handling is from close contact with infected food handler or customer.

Current evidence on other coronavirus strains shows that while coronaviruses appear to be stable at low and freezing temperatures on food surfaces for a certain period, however food hygiene and good food safety practices can prevent their transmission through food. The best practice for food business operators and consumers is to maintain high standards of personal hygiene, the standard protocol of social distancing and limiting social contact, and detecting / isolating the infected persons from food handling operations. World Health Organisation (WHO) has advised social distancing and maintaining high personal hygiene standards as a means of containing and stopping transmission of this virus. Use of Aarogya Setu application may also help in containing this virus.

It is mandatory for all food businesses to implement Good Hygiene Practices (GHP) and Good Manufacturing Practices (GMP) laid in Schedule 4 of Food Safety and Standards (Licensing and Registration of Food Businesses) Regulation, 2011 to ensure food safety and hygiene in food establishments. Under the present circumstances due to COVID 19 pandemic, there is an urgent requirement for food industry to ensure compliance with measures to protect food handlers from contracting COVID-19, to prevent exposure to or transmission of the virus, and to strengthen the food hygiene and sanitation practices.



## Scope

This document describes the guidelines for employees/food handlers working in food establishments to prevent spread of COVID-19. These practices should be adopted in conjunction with Schedule 4 requirements.

The three major steps to prevent spread of COVID-19 infection are

- a) Maintain high levels of personal hygiene;
- b) Practice social distancing at all times;
- c) Cleaning and sanitation.

### 1. Responsibility of Food Business Owner /Manager

Food business owner/ Manager shall ensure that:

1.1 Apart from Good Hygiene Practices and Good Manufacturing Practices mentioned in Schedule 4 of FSS (Licensing and Registration of Food Businesses) Regulations, 2011, food handlers / workers should be made aware about COVID-19 symptoms so that they are able to recognise the symptoms early and that they can seek appropriate medical care and testing, and to minimise the risk of infecting fellow workers. They should be provided with training on risk factors, safe food handling, social distancing and other protective behaviours (e.g., cough etiquette and wearing of face mask, hand washing with soap or using of alcohol-based hand rubs) required amid COVID-19 infections.

1.2 Employers should have a COVID 19 Screening Protocol in place to screen all personnel entering the premises. All employees/workers/visitors should be screened at entry point for symptoms of COVID-19 such as temperature (using non-contact type thermometer), cough, cold, etc. Those with temperature more than 37.5 °C (99 °F) and/or flu like symptoms shall not be allowed to enter Establishment.

**Note:** *Some common symptoms of COVID-19 include:*

- *Fever (high temperature – 37.5 °C or 99 °F)*
- *Cough*
- *Shortness of breath*
- *Breathing difficulties*
- *Fatigue*

1.3 Employees /food handlers/ visitors should be encouraged to self declare and inform about any signs/symptoms of respiratory illness before or during work/visit to the premises. Such declaration is expected to be forthcoming with the assurance of assistance and pay/ job protection especially in the low income group of employees. In some cases, infected people may be asymptomatic or pre-symptomatic and may not display any signs or symptoms of disease or may present with mild symptoms that can

be easily overlooked, the employers therefore should ensure the availability of masks and protective gears to all food handlers. In case the food handlers is COVID 19 infected or is identified as the contact of the COVID 19 infected person, he /she should be not be allowed to enter the premises and instructed to remain in home quarantine for the specified time period and should not return to work until they are free of infection.

1.4 Regular Monitoring of the employees/food handlers is essential for prevention of COVID19 spread within the food establishment. The employees/food handlers should also self monitor and report any symptoms to the employer. Wearing mask and protective gears at all times should be ensured. The Employers must provision and issue these protective gears to his employees. The employee should maintain 1 metre of distance from each other and practice social distancing in the workplace.

1.5 Employer should be aware and sensitive of workers concerns about salary, leave, safety, health, and other issues that may arise during the outbreak.

1.6 A local emergency response team should be established in large food businesses to deal with suspected COVID-19 infections and one person should be designated as the COVID-19 co-ordinator. Their contact details should be shared with all employees. The team should develop protocols/guidelines on the steps to be taken when handling suspected COVID-19 cases and as a means of general preparedness, the following should be ensured:

- *List of local authorized hospitals for COVID-19 testing and treatment is frequently updated;*
- *Contact details of the professional disinfection company are kept handy;*
- *Adequate disinfectant for emergency use are available;*
- *Dedicated masks, gloves, safety glasses, protection suits for emergency use (personal protective equipment or PPE) are procured and stored as per government advisories, from time to time;*
- *Isolation rooms (one for suspected cases, one for close contacts) are prepared with special trash bins;*
- *A process for record keeping is established wherein all the related information - attendance, health status of employees, visitor details - are maintained. Process for record keeping shall be developed for suspected/ confirmed cases and should be recorded, including, but not limited to employee name, the whole process of the incident, conversations with local authorities, actions taken by the company.*

## **2. Personal Hygiene of Food Handlers**

Food Business shall ensure that high hygiene standards in line with established Food Safety Management System(FSMS) and these practices include:

- **Proper hand hygiene** – washing with soap and water for at least 20 seconds (follow WHO advice)

- **Frequent use of alcohol-based hand sanitizers;**
- **Good respiratory hygiene** (covers mouth and nose when coughing or sneezing; dispose of tissues and wash hands)
- **Frequent cleaning/disinfection** of work surfaces and touch points such as door handles.
- **Avoiding close contact** with anyone showing symptoms of respiratory illness such as coughing and sneezing

2.1 **Proper hand hygiene** protocols should be strictly followed. They shall thoroughly wash and sanitize hands and change into clean uniform before entering the food premise. Hands should be washed for 20 to 30 seconds using water (preferably hot water) and soap. Hands should be dried with clean towel or air dryers.

2.2 This should preferably be followed with sanitizing of hands (with 70% alcohol based sanitizer or an equivalent). If soap and running water are not immediately available, provide alcohol-based hand rubs containing at least 60-70% alcohol.

2.3 Employees/ food handlers shall **wear face mask** and clean protective clothing like full sleeves clothes/aprons, head gears, caps, gloves at all times while in the production area. In case of shortage of face masks the employees/ food handlers should preferably use clean cloth-based **face covering or face mask** to cover nose and mouth. The face cover should fit perfectly on face without leaving any gaps on mouth, nose and chin. The face covers should be changed every six hours or as soon as they get wet. Reusable face covers shall be cleaned and sanitized thoroughly. In case disposable face covers are used or reusable face cover is damaged or changes shape, it shall be disposed of in a closed bin. While removing face cover, care shall be taken not to touch outer surface of the face cover. Employees shall avoid touching their face, eyes, nose, etc. after removal of face cover before washing their hands.

*(Note: Staff should wash/disinfect hands after removing their regular clothes and before touching their clean uniforms to avoid contamination of clean clothes).*

2.4 Employees shall preferably not use personal jewellery, watches etc. Instruments like mobiles should be discouraged while at work place or should be frequently sanitised.

2.5 **Gloves** shall be worn while handling prepared food or ready to eat food. During this time no other surface, equipment, utensils should be touched or no non-food related activities such as emptying bin, closing doors/windows, touching mobile phones, handling currency etc are carried out. In such a case, the gloves shall be changed and suitably disposed off. Hand must be washed between glove change and when gloves are removed. Wearing gloves may give a false sense of security and may result in staff not washing hands as frequently as required. Employees shall be trained on the correct method of using gloves and wearing gloves shall not be considered as a substitute for hand washing.

**2.6 Respiratory hygiene** is important to prevent COVID-19 spread at a workplace. Employees shall cover their mouth and nose with tissue while coughing or sneezing. The tissue shall be disposed in a closed bin and hands shall be thoroughly washed and sanitised, before handling food.

**2.7 Reporting of illness:** Encourage workers to stay home if they have developed any symptom of COVID-19 infection (dry cough, trouble in breathing, high fever and chills). He/she should be allowed to report illness on phone.

**2.8** In case any employee develops any flu-like symptoms or COVID-19 illness at the workplace, he/she shall be immediately isolated (should not be sent back to home) and the health / administrative authorities should be informed about it immediately.

**2.9** Food handlers working with or near the infected person should also isolate themselves and if required should self-quarantine as per the directions issued by the Ministry of Health and Family Welfare.

*(Note: It is ideal that the isolated individual uses a separate toilet and washing area. If that is not possible, then toilet and washing area should be cleaned after use by an infected person).*

**2.10** Use of fingerprint or biometric attendance shall be discontinued during the pandemic period in order to minimise cross infection through this common contact point and may be replaced with facial recognition or manual system ensuring minimal physical contact. Using each other's phones, belongings, sharing of common stationery like pens, or other work tools and equipment, should be discouraged.

**2.11** The food premises, toilets, counters and equipment that came in contact with the infected person should be thoroughly cleaned with hot water and detergent and disinfected (with 0.1% hypochlorite sol. or an equivalent).

### **3. Practice Social Distancing**

**3.1** Social distancing aims, through a variety of means, to minimise physical contact between individuals and thereby to reduce the possibility for new infections. A minimum distance of one meter shall be maintained between two persons at all points in a food establishment.

**3.2** To implement social distancing, food businesses should:

- Limit the number of people in contact on a production floor or a kitchen or a shop , by creating physical barriers so that people in smaller spaces (3-4 employees in 10 ft areas as an example) can have barriers without hindering work, wherever possible.
- Space out/stagger workstations and food preparation areas, if possible. There should be 1 meter gap between food handlers.

- Reduce the speed of production lines to reduce the number of staff working on the production line and increase the gap between them.
- Review the shift arrangement and social interaction of the staff. Increase time between shifts/scatter break periods to minimize staff interaction. This will also help in ensuring more time for cleaning and sanitation.
- Limit the number of people (staff, delivery drivers, customers) who can come into the food premises at any one time.
- Use spacing measures (e.g. floor markers, stickers) at tills or queues, increase the gaps between workstations, seating arrangements, etc to ensure at least 1 meter gap is maintained between employees, customers and visitors.
- Prohibit sharing of lockers by employees and a gap of at least one meter is maintained by employees while using the lockers.
- For food deliveries, prefer leaving food packets outside the door or maintain a gap of 1 meter from the customer.
- Takeaways and food deliveries should be encouraged instead of dine-in options.

*(Note: To avoid crowding at a place, a ticketing system can also be adopted).*

3.3 Face-to-face meetings should be restricted as much as possible. The management should identify the roles or areas within a business that may be able to work from home or away from other staff. Avoid staff congregating in car parks or other common areas after their shift.

## 4. Cleaning and Sanitation

4.1 Food premise shall be always well maintained and cleaned thoroughly and sanitized daily. Cleaning and sanitation requirements mentioned in Schedule 4 shall be strictly followed.

4.2 Various areas of **Food Establishment** (such as food preparation/ production area, stores, packaging area, service area, waste disposal area, etc.), office space, transport vehicle shall be cleaned with soap and water, followed by disinfection (using freshly prepared 1 percent hypochlorite solution or any other disinfectant found to be effective against coronavirus).

4.3 Equipment, containers, utensils, cutlery, etc. should be cleaned thoroughly with soap and water. Preferably use hot water (above 60 °C) for washing and sanitising.

4.4 **High touch points** (such as elevator buttons, handrails / handles and call buttons, escalator handrails, public counters, intercom systems, equipment like telephone, printers/scanners, and other office machines, table tops, chair handles, pens, diary files, keyboards, mouse, mouse pad, tea/coffee dispensing machines, etc.) shall be cleaned twice daily by mopping with a linen/absorbable cloth soaked in 1 percent sodium hypochlorite. In case of metallic surfaces like door handles, security locks, handles of baskets/carts, display racks where use of bleach is not suitable, 70 percent alcohol shall

be used to wipe the surfaces. Hand sanitizing stations should be installed in food establishments (especially at the entry) and near high contact surface

**4.5 Toilets and Washrooms** shall be cleaned after every shift using water and detergent. This shall be followed with disinfection using 1 percent hypochlorite solution or an equivalent. For metallic surfaces (such as shower, taps, etc.) and surfaces where use of bleach is not suitable, use 70 percent alcohol based disinfectant.

**4.6** In case any food handler coughs or sneezes without following respiratory hygiene or develops any flu like symptoms, an area of two meters around the person shall be immediately vacated, thoroughly cleaned and disinfected using freshly prepared 1 percent hypochlorite solution or any other disinfectant found to be effective against novel coronavirus. The toilet, counters and equipment that came in contact with the suspected COVID 19 patient shall be thoroughly cleaned and disinfected using 1 percent hypochlorite solution or 70 percent alcohol (in case of metallic surfaces).

**4.7** All cleaning equipment, cloth, mops, reusable protective gear such as boots, gloves etc. shall be thoroughly cleaned and disinfected after use and prior to use in other areas.

#### **4.8 Steps of Cleaning**

##### **Step 1 – Preparation**

- Remove loose dirt and food particles.
- Rinse with warm, potable water.

##### **Step 2 – Cleaning**

- Wash with hot water (60 °C) and detergent.
- Rinse with clean potable water.

##### **Step 3 – Sanitising**

- Treat with very hot, clean, potable water (75 °C) for at least 2 minutes.

##### **Step 4 – Air drying**

- Leave benches, counters and equipment to air dry. The most hygienic way to dry equipment is in a draining rack.

**4.9** Cleaning process should be followed by disinfection. The common disinfectants that may be used are:

Type	Use	Frequency
Chlorine	Perishable products Food contact surfaces	Always for food to be consumed raw After use
Quaternary Methyl Butyric Acid (QMBA)	Food Contact Surfaces	After use
70% alcohol based	Hand Sanitisation  Common touch points and food contact surface	As and when required Frequent or after each use
Note: - <ul style="list-style-type: none"> <li>• Use chemicals as per the direction provided by the manufacturers.</li> <li>• There are more chemical based disinfectants available; this is just a suggestive list.</li> </ul>		

## 5. Special Instructions for different Food Sectors

Retail food premises and other Food services that need to remain open to cater the needs of the general public during this public health emergency do face a greater challenge in maintaining the hygiene standards of hand washing and respiratory etiquette to protect the staff and the consumers. Besides continuing to follow the established protocols and hygiene practices for retailing, the important COVID 19 recommendations for different sectors are as under:

### 5.1 Food Service /Delivery/Takeaways

5.1.1 Food service area shall be thoroughly cleaned and disinfected after every meal prepared and disinfect surfaces repeatedly touched by employees or customers such as door knobs, equipment handles, check-out counters, and grocery cart handles, etc.

5.1.2 Hand washing facility should be made available to the workers and if that is not possible hand sanitizers should be placed at the entry of the retail stores and used accordingly.

5.1.3 Even with proper hand washing, food workers should use a barrier such as tongs, gloves, or other utensil to prevent direct hand contact with food. The virus is likely to be inactivated by proper cooking temperatures; it is important to use gloves or other barriers to prevent touching foods that will not be fully cooked.

5.1.4 No ready-to-eat food item shall be left open and shall be kept covered or in glass displays.

5.1.5 Employees shall wear clean uniform, mask/face cover, gloves and head covers at all times. Pre screening of the workers for COVID-19 symptoms should be followed. Individuals showcasing COVID-19 symptoms should be sent to the health facility for further evaluation and encouraged to stay home.

5.1.6 All food items shall be thoroughly washed. Fruits and vegetables (to be consumed raw) shall be washed in 50 ppm chlorine (or equivalent solution) and clean potable water before storage.

5.1.7 Prepare for fewer customers and make plans for take-out and delivery options that will work with the available staff and supply resources. Use social media to communicate with your local customers.

5.1.8 No ready-to-eat food item shall be left open and shall be kept covered or in glass displays. Use gloves to avoid direct bare hand contact with ready-to-eat foods.

5.1.9 There should be visible notices pasted, for staff promoting hand hygiene and physical distancing.

5.1.10 Help customers to maintain social distancing by way of encouraging spacing between the customers while in line for service or check out in accordance to the social distancing norms (minimum 1 meter gap). Establish designated pick-up zones for customers to help maintain social distancing.

5.1.11 Buffet system, food service and mass gathering should be disallowed during COVID-19 pandemic; such services shall be resumed only under directions from the concerned Statutory Authorities. In case such services are allowed by the Authorities , food establishment shall ensure that:

- *Dedicated food handler(s) should serve food items to customers instead of multiple customers using the serving spoons.*
- *Minimum 1 meter gap is maintained between the food handler and customer.*
- *Minimum 1 meter gap is maintained between the seating space and tables in the service area.*
- *High touch points such as countertops, tongs, ladles, handles, etc. should be cleaned and disinfected frequently.*

*(Note: During lockdown period, food service is limited to community kitchens, staff cafeterias of essential food business, defence and certain government departments, if permitted to function during this period for staff on duty. In future, if other food service establishments are permitted to resume service during Coronavirus Disease (COVID-19) pandemic, they shall abide by the following guidelines).*

5.1.12 In case of food delivery, food handler shall ensure that:

- Face is covered with a clean mask or a face cover, hands are sanitised before food pick up and after delivery.
- Social distancing is followed by maintaining a minimum 1 meter gap between self and customer.
- Contact with common touch points such as door bell, handles, etc is avoided. If

unavoidable, hands are sanitised after coming in contact with common touch points.

- Contactless delivery methods shall be encouraged.

5.1.13 Customers shall be encouraged to place orders online or on telephone, well in advance. This will help in reducing the wait time at the food establishment.

5.1.14 Employees shall refrain from handling cash. In case cash is handled, employees shall wash or sanitise their hands afterwards. Customers shall be encouraged to use contactless modes of payments such as UPI, QR codes, net-banking, e-wallets, etc. In case credit/debit cards are used, the card machine shall be sanitised with 70 % alcohol after each use.

5.1.15 If possible, food businesses shall provide disposable menu, utensils, cutlery, and single use sachet (of salt pepper, sugar, ketchup, etc) instead of reusable utensils, cutlery, bottles or salt shakers; else the same should be frequently cleaned, after each use.

## **5.2 Food Retail Premises**

5.2.1 All employees shall wear clean clothes/uniforms, headgear/cap, face masks and gloves at all times.

5.2.2 Food businesses shall ensure that limited number of customers entering the store at one point of time. Hand sanitization should be provided at points of entry and exit of a premise to all. Pre screening of the employees/ workers should be done before start of work and Individuals suspected of having COVID-19 symptoms should be prevented from entering the premises.

5.2.3 Social distancing norms should be followed by staff and consumers. Floor markings, stickers, etc. should be used to maintain the required gap between consumers, while they wait for their turn to enter the shop or for billing. Make regular announcements to remind consumers about social distancing. Flexi-glass barriers at tills and counters may be used as an additional level of protection for staff.

5.2.4 Reduce stock quantity on display and create a gap between two products displayed. This will help in maintaining social distancing while shopping.

5.2.5 Common touch points such as door handles, racks, billing counters, etc. should be cleaned and sanitized frequently. Handles of baskets/trolleys should be sanitized after every use.

5.2.6 In case of food delivery, food handler shall ensure that-

- *Face is covered with a clean mask or a face cover; hands are sanitised before food pick up and after delivery.*

- *Social distancing is followed by maintaining a minimum 1 meter gap between self and customer.*
- *Contact with common touch points such as door bell, handles, etc. should be avoided. If unavoidable, hands should be sanitised after coming in contact with common touch points.*
- *Contactless delivery shall be encouraged.*

5.2.7 Employees shall refrain from handling cash. In case cash is handled, employees shall wash or sanitise their hands afterwards. Customers shall be encouraged to use contactless modes of payments such as UPI, QR codes, e-wallets, etc. In case credit/debit cards are used, the card machine shall be sanitised with 70 percent alcohol after each use.

### **5.3 Food Transportation or distribution**

5.3.1 Drivers, loaders and other support staff shall be trained about the COVID-19 infection symptoms and its prevention by following high standards of hygiene, cleaning and sanitation and following social distancing.

5.3.2 Delivery/transport vehicles shall be cleaned and sanitized (and if possible, disinfected) regularly. This vehicle should only be used for food deliveries/distribution. Cleaning and sanitation records should be available in the vehicle at all times.

5.3.3 Drivers, loaders and other support staff displaying flu like or COVID-19 symptoms shall refrain from handling/transporting/delivering food.

5.3.4 Drivers, loaders and other support staff shall maintain high standards of personal hygiene. They shall be provided with an alcohol-based hand sanitizer, which may be fixed in the driver's cabin. Face covers shall be worn at all times.

5.3.5 Drivers, loaders and other support staff should avoid using public toilets as much as possible.

5.3.6 Drivers and other staff delivering to food premises should not leave their vehicles during delivery (if possible), and shall refrain from stopping in between for tea breaks, etc.

5.3.7 If a vehicle enters an area marked as a COVID-19 hotspot, then the vehicle shall be thoroughly cleaned and disinfected before use.

## **6. Food Packaging**

Recent research evaluated the survival of the COVID-19 virus on different surfaces and reported that the virus can remain viable for up to 72 hours on plastic and stainless steel, up to four hours on copper, and up to 24 hours on cardboard. This research was

conducted under laboratory conditions (controlled relative humidity and temperature) and should be interpreted with caution in the real-life environment. Food businesses shall ensure that food handlers involved in food packaging should maintain a high level of personal hygiene, social distancing. All measures shall be adopted to ensure that food packaging is kept clean and away from sources of contamination.

## **7. Guidance for Consumers**

To get infected with COVID-19 by touching groceries and shopping bags is very unlikely if proper hygienic practices are maintained. However by touching surfaces that may have the virus may be the indirect way of virus spreads. Several recommendations to address any such concerns are:

- Provide single use (paper or plastic, where appropriate) bags for bagging customer groceries.
- Provide alcohol-based hand antiseptic rubs (with 70% ethyl alcohol as the active ingredient) for consumers.
- Rinse fruits and vegetables before cutting or eating. Rinse raw agricultural products, such as heads of lettuce, under running water prior to cutting or serving.
- Thoroughly cook whatever you can. Cooking destroys many germs, including coronavirus.

## **8. Recommended Protocols When Employee/Visitor/Customer tests Positive for COVID-19**

Food production facilities, distributors, retailers and wholesalers are part of our nation's "**critical infrastructure**" and must remain operational to feed the country. Inconsistent approaches to reacting to an individual, particularly manufacturing personnel, who test positive for COVID-19, have the potential to jeopardize our food system.

The key recommendations while dealing with employees /food handlers in light with COVID 19 pandemic:

- Steps to be taken when an employee tests positive for COVID-19 or has symptoms (cough, fever, sore throat, shortness of breath) associated with COVID19 (presumptive or suspected case); and
- Steps to be taken when an employee/facility visitor/customer has been exposed (in close contact) to an individual who is positive for COVID-19 the potential to jeopardize our food system.

### **1. Steps to be taken when an Employee tests Positive for COVID-19 or Is presumed Positive based on symptoms associated with COVID-19**

Food manufacturing facilities, distribution centers, wholesale and retail outlets should consider the following as they prepare for the potential that an employee may test positive for COVID-19 or is presumed positive based on disease symptoms.

- For an individual **who has symptoms associated with COVID-19** (i.e., fever, cough, and/or shortness of breath) or have tested positive for COVID-19:

- If the employee is onsite at the facility, **notify the administrative / health authorities for further protocol;**
- If the employee is at home, do not permit the employee to come to work.

- **Employees who have not been tested but show symptoms** of acute respiratory illness are **recommended to stay home** and be excluded from work until they are free of fever and any other related symptoms for at least 3 days (72 hours), without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants) AND at least 7 days have passed since symptoms first appeared.

- Employees should notify their supervisor.
- Encourage the employee to contact their local health authority and seek medical attention upon initial appearance of symptoms.

- **Employees with a COVID-19 positive test\* who have stayed home (home isolated)** may be able to return to work under the following conditions:

**If employee will not have a test to determine** if they are still contagious, they may be able to return to work after these three things have happened.

- No fever for at least 72 hours since recovery (that is three full days of no fever without the use medicine that reduces fevers) AND
- Other symptoms have improved (for example, when cough or shortness of breath have improved) AND
- At least 7 days have passed since symptoms first appeared.

**If employee will be tested to determine** if they are still contagious, they may be able to return to work after these three things have happened:

- No longer have a fever (without the use medicine that reduces fevers) AND
- Other symptoms have improved (for example, when cough or shortness of breath have improved) AND
- Received two negative tests in a row, 24 hours apart.

## **2. Steps to be Taken When an Employee/Visitor/Customer is exposed (In Close Contact) with an Individual who Is Positive For COVID-19**

It is recommended that the employers pre-screen these employees by measuring

temperature and monitoring symptoms associated with COVID-19, prior to entering the facility. These employees should be placed in home quarantine for 14 days since the time they might have been exposed or come in close contact with an infected individual.

*(Since the information on the COVID 19 Pandemic is evolving continuously, these guidelines are based on the present information available about the pandemic and can be revised as and when any new information is available)*

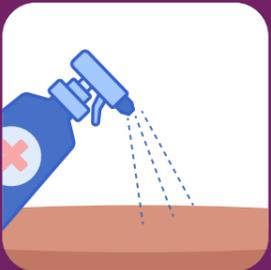
## **COVID-19 IEC Material**

# Protocols for Other Common Areas

## Dining Facility



Detailed guidelines recommended for the dining facility by the COVID-19 Crisis Management Team.



Sanitization of the furniture before guest arrival.



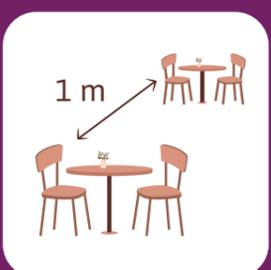
Dining slots will be ascertained from the guest to avoid overcrowding at any point in time.



Guests may be requested to make the payment via digital mode as much as possible.



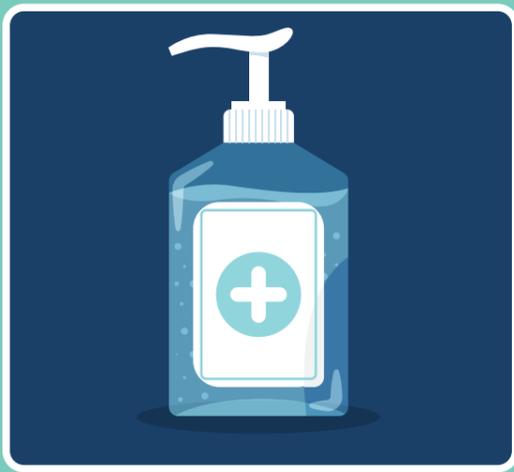
Hand sanitizers/pedal sanitizer to be placed at the entrance and other areas such as washrooms. Guests are directed to sanitize the hands before proceeding to seating area.



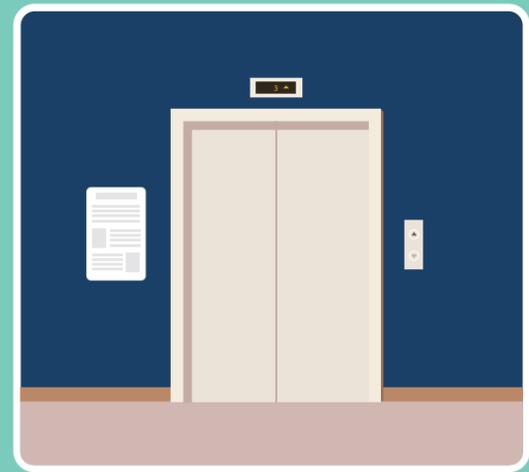
Modification of restaurant layout keeping minimum 1 meter distance between tables.

# Protocols for Other Common Areas

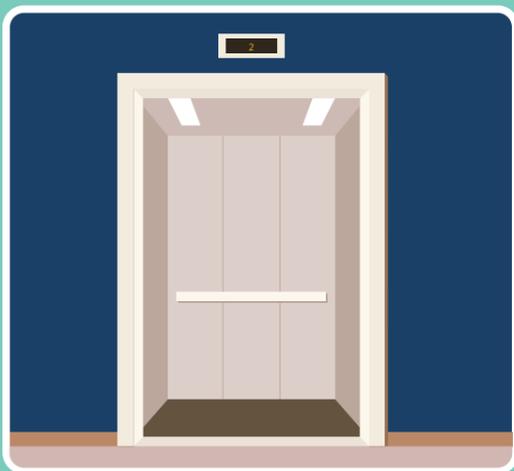
## Elevator Operations



**HAND SANITIZERS TO BE MADE AVAILABLE AT ALL ELEVATOR LANDING.**

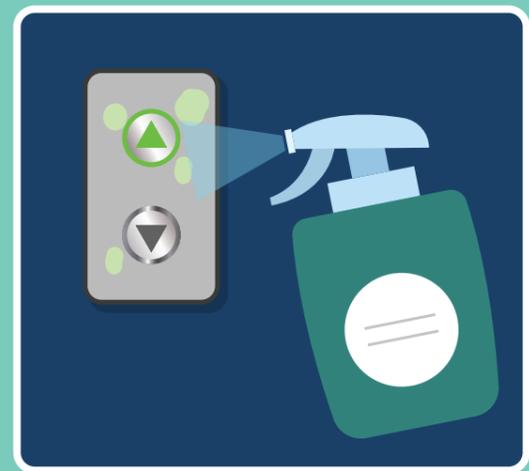


**SIGNAGE TO BE KEPT MAKING THE GUEST AWARE OF THE PROTOCOLS.**



**NUMBER OF PEOPLE IN THE ELEVATORS SHALL BE RESTRICTED.**

Not more than 50% capacity shall be allowed inside the elevators at any given point of time. The same to be monitored and displayed near the elevator



**ALL HAND CONTACT AREAS IN ELEVATORS TO BE DISINFECTED REGULARLY.**

Elevator as such will be disinfected every 4 hours with 1% sodium hypochlorite solution

# Availability of COVID-19 Related Amenities

Sufficient quantity of below mentioned amenities must be available at the property apart from regular amenities

## Must Have



Hand Sanitizers



Face Masks



Thermal Gun



Hand Gloves



Chemicals for Deep Cleaning



Biohazard Disposable Waste Bag



Garbage Bags

## Good to Have



Personal Protective Equipment (PPE)



Gowns/Aprons





# HOW TO WASH YOUR HANDS



0 Wet hands with water



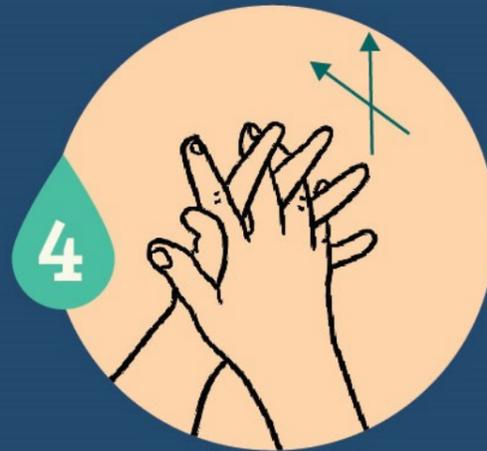
1 Apply enough soap to cover all hand surfaces



2 Rub hands palm to palm



3 Right palm over left dorsum with interlaced fingers & vice versa



4 Palm to palm with fingers interlaced



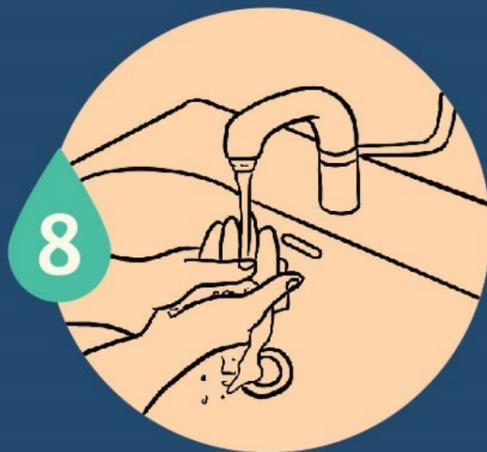
5 Back of fingers to opposing palms with fingers interlaced



6 Rotational rubbing of left thumb clasped in right palm & vice versa



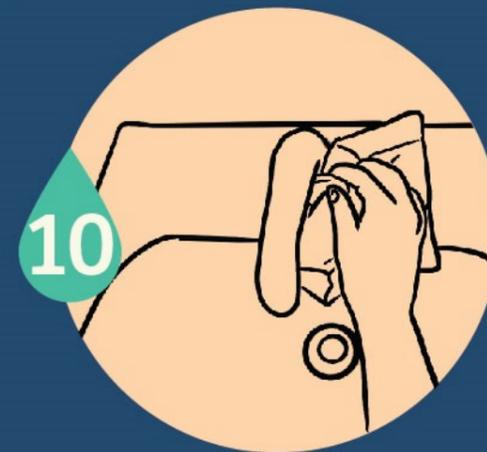
7 Rotational rubbing, backwards & forwards with clasped fingers of right hand in left palm & vice versa



8 Rinse hands with water



9 Dry thoroughly with a single use towel



10 Use towel to turn off faucet



11 ...and your hands are safe

# REDUCE YOUR RISK OF COVID-19



Clean your hands often

1.

2.

Cover your mouth & nose while coughing/sneezing with a tissue/handkerchief/flexed elbow & dispose off used tissues properly

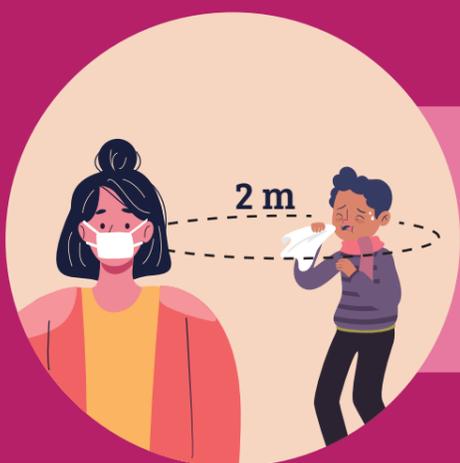


Avoid touching your eyes, nose & mouth

3.

4.

Limit social gatherings & time spent in crowded places



Avoid close contact with someone who is sick

5.

6.

Clean & disinfect frequently touched objects and surfaces



**SOP on preventive measures in Hotels and Other  
Hospitality Units to contain spread of COVID-19,  
issued by Ministry of Health and Family Welfare,  
Government of India**

**OFFICE MEMORANDUM**

Government of India has been taking various measures towards management of COVID-19. As part of graded response various restrictions were in place for various public activities and guidelines have been issued from time to time as per the evolving situation.

Ministry of Home Affairs has issued orders under the Disaster Management Act, 2005 dated 30.05.2020 extending the lockdown in Containment Zones up to 30.06.2020 and to reopen certain activities in a phased manner in areas outside the Containment Zones.

The said orders provided that MoHFW will issue SOPs for allowing following activities with effect from 08.06.2020:

1. Religious places/ places of worship for public.
2. Hotels, restaurants and other hospitality services.
3. Shopping Malls

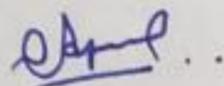
Accordingly, the SOPs as mentioned in annexure have been formulated in consultation with Central Ministries/ Departments concerned and other stakeholders and are hereby issued to be made applicable with effect from 08.06.2020.

States/UTs are requested to implement the aforesaid SOPs. However, they may develop and implement their own protocol which may be stricter as per their assessment of the situation with a view to effectively contain COVID-19.

This is issued with the approval of Competent Authority.

Encl:

1. SOP on preventive measures to contain spread of COVID-19 in offices
2. SOP on preventive measures to contain spread of COVID-19 in religious places
3. SOP on preventive measures to contain spread of COVID-19 in hotels and other hospitality services
4. SOP on preventive measures to contain spread of COVID-19 in restaurants
5. SOP on preventive measures to contain spread of COVID-19 in shopping malls



(Lav Agarwal)  
Joint Secretary  
01123061195

To

- Chief Secretaries of all States and UTs
- Secretary (Ministry of Home Affairs, Tourism, Urban Development, Department of Personnel Training, DPIIT)

**Government of India  
Ministry of Health & Family Welfare**

**SOP on preventive measures to contain spread of COVID-19 in offices**

**1. Background**

Offices and other workplaces are relatively close settings, with shared spaces like work stations, corridors, elevators & stairs, parking places, cafeteria, meeting rooms and conference halls etc. and COVID-19 infection can spread relatively fast among officials, staffs and visitors.

There is a need to prevent spread of infection and to respond in a timely and effective manner in case suspect case of COVID-19 is detected in these settings, so as to limit the spread of infection.

**2. Scope**

This document outlines the preventive and response measures to be observed to contain the spread of COVID-19 in office settings. The document is divided into the following sub-sections

- (i) Generic preventive measures to be followed at all times
- (ii) Measures specific to offices
- (iii) Measures to be taken on occurrence of case(s)
- (iv) Disinfection procedures to be implemented in case of occurrence of suspect/confirmed case.

**Offices in containment zones shall remain closed except for medical & essential services. Only those outside containment zones will be allowed to open up.**

**3. Generic preventive measures**

Persons above 65 years of age, persons with comorbidities, pregnant women are advised to stay at home, except for essential and health purposes. Office management to facilitate the process.

The generic preventive measures include simple public health measures that are to be followed to reduce the risk of infection with COVID-19. These measures need to be observed by all (employees and visitors) at all times. These include:

- i. Individuals must maintain a minimum distance of 6 feet in public places as far as feasible.

- ii. Use of face covers/masks to be mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to the immediate supervisory officer.
- vi. Spitting shall be strictly prohibited.
- vii. Installation & use of Aarogya Setu App by employees.

#### **4. Specific preventive measures for offices:**

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only asymptomatic staff/visitors shall be allowed.
- iii. Any officer and staff residing in containment zone should inform the same to supervisory officer and not attend the office till containment zone is denotified. Such staff should be permitted to work from home and it will not be counted as leave period.
- iv. Drivers shall maintain social distancing and shall follow required dos and don'ts related to COVID-19. It shall be ensured by the service providers/ officers/ staff that drivers residing in containment zones shall not be allowed to drive vehicles.
- v. There shall be provision for disinfection of the interior of the vehicle using 1% sodium hypochlorite solution/ spray. A proper disinfection of steering, door handles, keys, etc. should be taken up.
- vi. Advise all employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Office management to facilitate work from home wherever feasible.
- vii. All officers and staff / visitors to be allowed entry only if using face cover/masks. The face cover/mask has to be worn at all times inside the office premises.
- viii. Routine issue of visitors/temporary passes should be suspended and visitors with proper permission of the officer who they want to meet, should be allowed after being properly screened.
- ix. Meetings, as far as feasible, should be done through video conferencing.
- x. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.

- xi. Staggering of office hours, lunch hours/coffee breaks to be done, as far as feasible.
- xii. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms be ensured.
- xiii. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of vehicles should be taken up.
- xiv. Any shops, stalls, cafeteria etc., outside and within the office premises shall follow social distancing norms at all times.
- xv. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- xvi. Preferably separate entry and exit for officers, staff and visitors shall be organised.
- xvii. Proper cleaning and frequent sanitization of the workplace, particularly of the frequently touched surfaces must be ensured.
- xviii. Ensure regular supply of hand sanitisers, soap and running water in the washrooms.
- xix. Required precautions while handling supplies, inventories and goods in the office shall be ensured.
- xx. Seating arrangement to be made in such a way that adequate social distancing is maintained.
- xxi. Number of people in the elevators shall be restricted, duly maintaining social distancing norms.
- xxii. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which *inter alia* emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
- xxiii. Large gatherings continue to remain prohibited.
- xxiv. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
- xxv. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) shall be done in office premises and in common areas
- xxvi. Proper disposal of face covers / masks / gloves left over by visitors and/or employees shall be ensured.
- xxvii. In the cafeteria/canteen/dining halls:
  - a. Adequate crowd and queue management to be ensured to ensure social distancing norms.
  - b. Staff / waiters to wear mask and hand gloves and take other required precautionary measures.
  - c. The seating arrangement to ensure a distance of at least 1 meter between patrons as far as feasible.
  - d. In the kitchen, the staff to follow social distancing norms.

## **5. Measures to be taken on occurrence of case(s):**

Despite taking the above measures, the occurrence of cases among the employees working in the office cannot be ruled out. The following measures will be taken in such circumstances:

- i. When one or few person(s) who share a room/close office space is/are found to be suffering from symptoms suggestive of COVID-19:
  - a. Place the ill person in a room or area where they are isolated from others at the workplace. Provide a mask/face cover till such time he/she is examined by a doctor.
  - b. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
  - c. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further advice shall be made regarding management of case, his/her contacts and need for disinfection.
  - d. The suspect case if reporting very mild/mild symptoms on assessment by the health authorities would be placed under home isolation.
  - e. Suspect case, if assessed by health authorities as moderate to severe, will be treated as per health protocol in appropriate health facility.
  - f. The rapid response team of the concerned district shall be requisitioned and will undertake the listing of contacts.
  - g. The necessary actions for contact tracing and disinfection of work place will start once the report of the patient is received as positive. The report will be expedited for this purpose.
- ii. If there are large numbers of contacts from a pre-symptomatic/asymptomatic case, there could be a possibility of a cluster emerging in workplace setting. Due to the close environment in workplace settings this could even be a large cluster (>15 cases). The essential principles of risk assessment, isolation, and quarantine of contacts, case referral and management will remain the same. However, the scale of arrangements will be higher.

### **iii. Management of contacts:**

- a. The contacts will be categorised into high and low risk contacts by the District RRTs detailed in the Annexure I.
- b. The high-risk exposure contacts shall be quarantined for 14 days.

- c. These persons shall undergo testing as per ICMR protocol.
- d. The low risk exposure contacts shall continue to work and closely monitor their health for next 14 days.
- e. The flowchart for management of contact/ cases is placed at **Annexure - II**.

## **6. Closure of workplace**

- i. If there are one or two cases reported, the disinfection procedure will be limited to places/areas visited by the patient in past 48 hrs. There is no need to close the entire office building/halt work in other areas of the office and work can be resumed after disinfection as per laid down protocol.
- ii. However, if there is a larger outbreak, the building/block will have to be closed for 48 hours after thorough disinfection. All the staff will work from home, till the building/block is adequately disinfected and is declared fit for re-occupation.

## **7. Disinfection Procedures in Offices**

Detailed guidelines on the disinfection as already issued by Ministry of Health & Family Welfare as available on their website shall be followed.

**Risk profiling of contacts**

Contacts are persons who have been exposed to a confirmed case anytime between 2 days prior to onset of symptoms (in the positive case) and the date of isolation (or maximum 14 days after the symptom onset in the case).

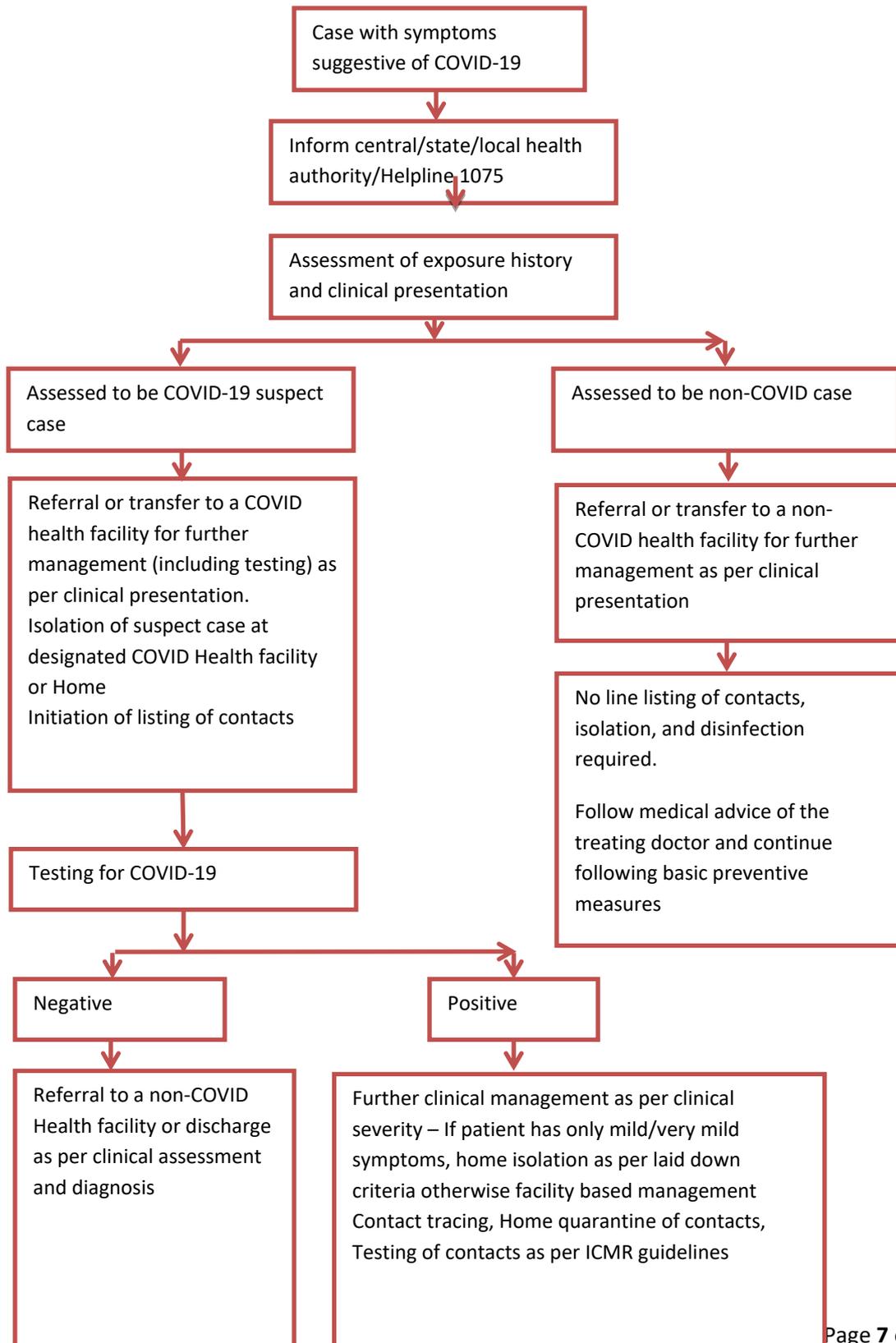
**High-risk contact**

- Touched body fluids of the patient (respiratory tract secretions, blood, vomit, saliva, urine, faeces; e.g. being coughed on, touching used paper tissues with a bare hand)
- Had direct physical contact with the body of the patient including physical examination without PPE
- Touched or cleaned the linens, clothes, or dishes of the patient.
- Lives in the same household as the patient.
- Anyone in close proximity (within 1 meter) of the confirmed case without precautions.
- Passengers in close proximity (within 1 meter) in a conveyance with a symptomatic person who later tested positive for COVID-19 for more than 6 hours.

**Low-risk contact**

- Shared the same space (worked in same room/similar) but not having a high-risk exposure to confirmed case of COVID-19.
- Travelled in same environment (bus/train/flight/any mode of transit) but not having a high-risk exposure.

Management of the case(s) and contacts



**Government of India**  
**Ministry of Health and Family Welfare**

**SOP on preventive measures to contain spread of COVID-19 in religious places/places of worship**

**1. Background**

Religious places / places of worship get frequented by large number of people for spiritual solace. To prevent spread of COVID-19 infection, it is important that required social distancing and other preventive measures are followed in such premises.

**2. Scope**

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be taken at particular places to prevent spread of COVID-19.

**Religious places/places of worship for public in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.**

**3. Generic preventive measures**

Person above 65 years of age, persons with comorbidities, pregnant woman and children below the age of 10 years are advised to stay at home. Organisations managing the religious institutions to advise accordingly.

The generic preventive measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (workers and visitors) in these places at all times.

These include:

- i. Individuals must maintain a minimum distance of 6 feet in public places as far as feasible.
- ii. Use of face covers/masks to be mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- vi. Spitting should be strictly prohibited.
- vii. Installation & use of Aarogya Setu App shall be advised to all.

#### **4. All religious places shall also ensure:**

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only asymptomatic persons shall be allowed in the premises.
- iii. All persons to be allowed entry only if using face cover/masks.
- iv. Posters/standees on preventive measures about COVID-19 to be displayed prominently. Audio and Video clips to spread awareness on preventive measures for COVID-19 should be regularly played.
- v. Staggering of visitors to be done, if possible.
- vi. Shoes / footwear to be preferably taken off inside own vehicle. If needed they should be kept in separate slots for each individual / family by the persons themselves.
- vii. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms shall be organized.
- viii. Any shops, stalls, cafeteria etc., outside and within the premises shall follow social distancing norms at all times
- ix. Specific markings may be made with sufficient distant to manage the queue and ensure social distancing in the premises.
- x. Preferably separate entry and exits for visitors shall be organized
- xi. Maintain physical distancing of a minimum of 6 feet at all times when queuing up for entry.
- xii. People should wash their hand and feet with soap and water before entering the premises.
- xiii. Seating arrangement to be made in such a way that adequate social distancing is maintained.
- xiv. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30oC, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
- xv. Touching of statues/idols / holy books etc. not to be allowed.
- xvi. Large gatherings/congregation continue to remain prohibited.
- xvii. In view of potential threat of spread of infection, as far as feasible recorded devotional music/songs may be played and choir or singing groups should not be allowed.
- xviii. Avoid physical contact while greeting each other.
- xix. Common prayer mats should be avoided and devotees should bring their own prayer mat or piece of cloth which they may take back with them.
- xx. No physical offerings like Prasad/distribution or sprinkling of holy water, etc.to be allowed inside the religious place.
- xxi. Community kitchens/langars / “Ann-daan”, etc. at religious places should follow physical distancing norms while preparing and distributing food.
- xxii. Effective sanitation within the premises shall be maintained with particular focus on lavatories, hand and foot-washing stations/areas.

- xxiii. Frequent cleaning and disinfection to be maintained by the management of the religious place.
- xxiv. The floors should particularly be cleaned multiple times in the premises.
- xxv. Proper disposal of face covers / masks / gloves left over by visitors and/or employees should be ensured.
- xxvi. In case of a suspect or confirmed case in the premises:
  - a. Place the ill person in a room or area where they are isolated from others.
  - b. Provide a mask/face cover till such time he/she is examined by a doctor.
  - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
  - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
  - e. Disinfection of the premises to be taken up if the person is found positive.

**Government of India**  
**Ministry of Health and Family Welfare**

**SOP on preventive measures in Hotels and Other Hospitality Units  
to contain spread of COVID-19**

**1. Background**

All hotels and other hospitality units must take suitable measures to restrict any further transmission of COVID-19 while providing accommodation and other tourist services. The SOP aims to minimize all possible physical contacts between Staff and Guests and maintain social distancing and other preventive and safety measures against COVID-19.

**2. Scope**

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be ensured in hotels and other hospitality units(*henceforth, 'hotels'*)to prevent spread of COVID-19.

**Hotels in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.**

**3. Generic preventive measures**

(A) Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Hotel management to advise accordingly.

(B) The generic measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (staff and guests) in these places at all times.

These include:

- i. Physical distancing of at least 6 feet to be followed as far as feasible.
- ii. Use of face covers/masks to be made mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- vi. Spitting shall be strictly prohibited.
- vii. Installation and use of Aarogya Setu app shall be advised to all.

**4. All Hotels shall ensure the following arrangements:**

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only asymptomatic staff and guests shall be allowed.
- iii. All staff and guests to be allowed entry only if using face cover/masks. The face cover/masks has to be worn at all times inside the hotel.
- iv. Adequate manpower shall be deployed by hotel management for ensuring social distancing norms.
- v. Staff should additionally wear gloves and take other required precautionary measures.
- vi. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Hotel management to facilitate work from home wherever feasible.
- vii. Proper crowd management in the hotel as well as in outside premises like parking lots—duly following social distancing norms shall be ensured. Large gatherings/congregations continue to remain prohibited.
- viii. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
- ix. Preferably separate entry and exits for guests, staff and goods/supplies shall be organized. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the hotel as far as feasible. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- x. Number of people in the elevators shall be restricted, duly maintaining social distancing norms. Use of escalators with one person on alternate steps may be encouraged.
- xi. Details of the guest (travel history, medical condition etc.) along with ID and self-declaration form must be provided by the guest at the reception.
- xii. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
- xiii. Hand sanitizers must be kept at the reception for guests to use. Guests to sanitize hands before and after filling relevant forms including A&D register.
- xiv. Hotels must adopt contactless processes like QR code, online forms, digital payments like e-wallet etc. for both check-in and check-out.
- xv. Luggage should be disinfected before sending the luggage to rooms.
- xvi. Guests who are at higher risk i.e. those who are older, pregnant or those who have underlying medical conditions are advised to take extra precautions.
- xvii. Guests should be advised not to visit areas falling within containment zone
- xviii. Required precautions while handling supplies, inventories and goods in the hotel shall be ensured. Proper queue management and disinfection shall be organized.
- xix. Appropriate personal protection gears like face covers/masks, gloves and hand sanitizers etc. shall be made available by hotel to the staff as well as the guests.
- xx. Detailed guidelines issued for restaurants shall be followed.

- a. Seating arrangement in the restaurant also to be made in such a way that adequate social distancing is maintained.
  - b. Disposable menus are advised to be used.
  - c. Instead of cloth napkins, use of good quality disposable paper napkins to be encouraged.
  - d. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.
  - e. Buffet service should also follow social distancing norms among guests.
- xxi. Room service or takeaways to be encouraged, instead of dine-in. Food delivery personnel should leave the packet at guest or customer's door and not handed directly to the receiver. The staff for home deliveries shall be screened thermally by the hotel authorities prior to allowing home deliveries.
  - xxii. For room service, communication between guests and in-house staff should be through intercom/ mobile phone and room service (if any) should be provided while maintaining adequate social distance.
  - xxiii. Gaming Arcades/Children play areas (wherever applicable) shall remain closed.
  - xxiv. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
  - xxv. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
  - xxvi. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all guest service area and common areas.
  - xxvii. Proper disposal of face covers / masks / gloves left over by guests and/or staff should be ensured.
  - xxviii. Deep cleaning of all washrooms shall be ensured at regular intervals.
  - xxix. Rooms and other service areas shall be sanitized each time a guest leaves.
  - xxx. In the kitchen, the staff should follow social distancing norms at work place. Kitchens area must be sanitized at regular intervals.
  - xxxi. In case of a suspect or confirmed case in the premises:
    - a. Place the ill person in a room or area where they are isolated from others.
    - b. Provide a mask/face cover till such time he/she is examined by a doctor.
    - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
    - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
    - e. Disinfection of the premises to be taken up if the person is found positive.

**Government of India**  
**Ministry of Health and Family Welfare**

**SOP on preventive measures in Restaurants to contain spread of COVID-19**

**1. Background**

Given the current COVID-19 outbreak in India, it is important that restaurants and other hospitality units take suitable measures to restrict any further transmission of the virus while providing restaurant services.

**2. Scope**

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be ensured at particular places to prevent spread of COVID-19.

**Restaurants in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.**

**3. Generic preventive measures**

Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Restaurant management to advise accordingly.

The generic measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (staff and patrons) in these places at all times.

These include:

- i. Physical distancing of at least 6 feet to be followed as far as feasible.
- ii. Use of face covers/masks to be made mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- vi. Spitting shall be strictly prohibited.
- vii. Installation & use of Aarogya Setu App shall be advised to all.

viii.

**4. All Restaurants shall ensure the following arrangements:**

- i. Takeaways to be encouraged, instead of Dine-In. Food delivery personnel should leave the packet at customer's door. DO NOT handover the food packet directly to the customer.
- ii. The staff for home deliveries shall be screened thermally by the restaurant authorities prior to allowing home deliveries.
- iii. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- iv. Only asymptomatic staff and patrons shall be allowed.
- v. All staff and patrons to be allowed entry only if using face cover/masks. The face cover/masks has to be worn at all times inside the restaurant.
- vi. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
- vii. Staggering of patrons to be done, if possible.
- viii. Adequate manpower shall be deployed by restaurant management for ensuring social distancing norms.
- ix. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Restaurant management to facilitate work from home wherever feasible.
- x. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms shall be ensured.
- xi. Additional patrons to be seated in a designated waiting area with norms of social distancing.
- xii. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
- xiii. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- xiv. Preferably separate entry and exits for patrons, staff and goods/supplies shall be organized.
- xv. Required precautions while handling supplies, inventories and goods in the restaurant shall be ensured. Proper queue management and disinfection shall be organized.
- xvi. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the restaurant as far as feasible.
- xvii. Seating arrangement to be made in such a way that adequate social distancing is maintained. In restaurants, not more than 50% of seating capacity to be permitted.
- xviii. Disposable menus are advised to be used.
- xix. Instead of cloth napkins, use of good quality disposable paper napkins to be encouraged.
- xx. Buffet service should also follow social distancing norms among patrons.
- xxi. Number of people in the elevators shall be restricted, duly maintaining social distancing norms.

- xxii. Use of escalators with one person on alternate steps may be encouraged.
- xxiii. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
- xxiv. Large gatherings/congregations continue to remain prohibited.
- xxv. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
- xxvi. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all guest service area and common areas.
- xxvii. Proper disposal of face covers / masks / gloves left over by patrons and/or staff should be ensured.
- xxviii. Deep cleaning of all washrooms shall be ensured at regular intervals.
- xxix. Adequate crowd and queue management to be ensured to ensure social distancing norms.
- xxx. Staff / waiters should wear mask and hand gloves and take other required precautionary measures.
- xxxi. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.
- xxxii. Tables to be sanitized each time customer leaves.
- xxxiii. In the kitchen, the staff should follow social distancing norms at work place. Kitchens area must be sanitized at regular intervals.
- xxxiv. Gaming Arcades/Children play areas (wherever applicable) shall remain closed.
- xxxv. In case of a suspect or confirmed case in the premises:
  - a. Place the ill person in a room or area where they are isolated from others.
  - b. Provide a mask/face cover till such time he/she is examined by a doctor.
  - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
  - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
  - e. Disinfection of the premises to be taken up if the person is found positive.

**Government of India**  
**Ministry of Health and Family Welfare**

**SOP on preventive measures in shopping malls to contain spread of COVID-19**

**1. Background**

Shopping malls get frequented by large number of people for shopping, entertainment and food. To prevent spread of COVID-19 infection, it is important that required social distancing and other preventive measures are followed.

**2. Scope**

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be ensured at particular places to prevent spread of COVID-19.

**Shopping malls in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.**

**3. Generic preventive measures**

Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Shopping mall management to advise accordingly.

The generic measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (workers and visitors) in these places at all times.

These include:

- i. Physical distancing of at least 6 feet to be followed as far as feasible.
- ii. Use of face covers/masks to be made mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- vi. Spitting shall be strictly prohibited.
- vii. Installation & use of Aarogya Setu App shall be advised to all.

viii.

**4. All shopping malls shall ensure the following arrangements:**

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only asymptomatic customers/visitors shall be allowed.
- iii. All workers/customers/visitors to be allowed entry only if using face cover/masks. The face cover/masks has to be worn at all times inside the shopping mall.
- iv. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
- v. Staggering of visitors to be done, if possible.
- vi. Adequate manpower shall be deployed by Mall Management for ensuring social distancing norms.
- vii. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Shopping Mall management to facilitate work from home wherever feasible.
- viii. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms shall be ensured.
- ix. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
- x. Any shops, stalls, cafeteria etc., outside and within the premises shall follow social distancing norms at all times.
- xi. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- xii. Preferably separate entry and exits for visitors, workers and goods/supplies shall be organized.
- xiii. The staff for home deliveries shall be screened thermally by the shopping mall authorities prior to allowing home deliveries.
- xiv. Required precautions while handling supplies, inventories and goods in the shopping mall shall be ensured. Proper queue management and disinfection shall be organized.
- xv. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the shopping mall as far as feasible.
- xvi. Number of customers inside the shop to be kept at a minimum, so as to maintain the physical distancing norms.
- xvii. Seating arrangement, if any, to be made in such a way that adequate social distancing is maintained.
- xviii. Number of people in the elevators shall be restricted, duly maintaining social distancing norms.
- xix. Use of escalators with one person on alternate steps may be encouraged.
- xx. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-

70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.

- xxi. Large gatherings/congregations continue to remain prohibited.
- xxii. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
- xxiii. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all malls in common areas as well as inside shops, elevators, escalators etc.
- xxiv. Proper disposal of face covers / masks / gloves left over by visitors and/or employees should be ensured.
- xxv. Deep cleaning of all washrooms shall be ensured at regular intervals.
- xxvi. In the food-courts:
  - a. Adequate crowd and queue management to be ensured to ensure social distancing norms.
  - b. In food courts and restaurants, not more than 50% of seating capacity to be permitted.
  - c. Food court staff / waiters should wear mask and hand gloves and take other required precautionary measures.
  - d. The seating arrangement should ensure adequate social distancing between patrons as far as feasible.
  - e. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.
  - f. Tables to be sanitized each time customer leaves.
  - g. In the kitchen, the staff should follow social distancing norms at work place.
- xxvii. Gaming Arcades shall remain closed.
- xxviii. Children Play Areas shall remain closed.
- xxix. Cinema halls inside shopping malls shall remain closed.
- xxx. In case of a suspect or confirmed case in the premises:
  - a. Place the ill person in a room or area where they are isolated from others.
  - b. Provide a mask/face cover till such time he/she is examined by a doctor.
  - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
  - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
  - e. Disinfection of the premises to be taken up if the person is found positive.