

The Health & Safety Operating Guide for Tourist Camps

Reception	<ul style="list-style-type: none"> • Training reception staff on all the safety and health measures approved by the Ministry of Health, and on implementing them. • Ensuring that every guest does not have any COVID-19 symptom (the symptoms which were announced by the Ministry of Health) and documenting this with the receptionist. Having a specialized employee check guests' temperature upon entering the tourist camp. • Applying social distancing measures within the tourist camp by leaving a 2-meter space between seats and ensuring that the reception area is not overcrowded. • Conducting check-in procedures electronically where possible. • Cleaning and disinfecting all rooms, tourist tents and facilities before use (comprehensive disinfection) by using the right material, as well as following the instructions of the Ministry of Health (i.e. using surface disinfectant). • Providing disinfection material in tourist rooms or tents and all hotel facilities that are permitted to operate, so that guests can use them during their stay.
Camp Rooms or Tourist Tents	<ul style="list-style-type: none"> • Disinfecting tourist rooms and tents after use, disinfecting all surfaces and replacing all sheets, linens, pillow covers and towels after each use as well. • Working staff must be in good health; subject to the approval of the company's authorized doctor. • Providing good ventilation in all rooms and facilities, natural or mechanical. • Banning open-buffet services and abiding by certain menus. • Serving food in the hotel's designated facility provided that restaurant tables ensure a 2-meter separation space and 1-meter separation space between people seated at the table. • Using disposable cutlery as much as possible, placing sanitizers and sterilizing wipes on every table and providing educational guidelines throughout the restaurant.
Restaurant & Kitchen	<ul style="list-style-type: none"> • Requiring the cooking staff to adhere to using personal protective equipment, masks (replace the mask immediately if contaminated or moist), gloves, head covers, beard covers, food safety shoes (a specific kind that does not affect food), work clothes and aprons, as well as washing hands frequently. • Serving hookahs is strictly prohibited inside all tourist camp facilities. • Drying and wiping with disposable paper towels only. • Disinfecting the restaurant and all its facilities before supplying food and preparing it. • Providing staff with hand hygiene supplies such as liquid soap, disinfection tools and sanitary napkins at dispensed points inside the restaurant. • Cleaning and disinfecting dining tables after each use, and providing salt and pepper shakers upon request after having them disinfected (pre packed if possible)

	<ul style="list-style-type: none"> • Providing good ventilation inside all restaurants and facilities. • Placing the disinfection material outside the food preparation area and storing it in a closed area. • Putting warning signs requiring workers in all facilities to constantly disinfect hands, social distance, wear masks, wash hands frequently and wash and sterilize utensils and equipment. • The supervisor must prepare storage sites before receiving the material (freezers, coolers and dry-storage sites), ensuring they are cleaned and sanitized. All damaged material should be discarded. • Ensuring that the minimum number of employees is used to unload a truck while adhering to the 2-meter social distancing measures. • The supervisor must check the temperature of the refrigerated truck upon receiving the material.
Storage & Warehouse Management	<ul style="list-style-type: none"> • After ensuring that the stored material complies with the specifications, the secondary packaging is removed and disposed of in the sterile reception area. This is followed by re-sanitizing the hands, wearing gloves and transferring the material to the internal warehouse. • Disinfecting canned items, vegetables and fruits well before storing them in the refrigerators, according to the health protocols pertaining to food. • The supervisor and staff must wear and change masks and cleanse hands in the right manner continuously and after each loading or unloading. • The supervisor must ensure employees are working while maintaining social distancing regulations in an orderly manner. • Ensuring that buses are sterilized and cleaned thoroughly after and before each use. • Disinfecting forklifts and equipment used to transport and load goods after and before each use. • Ensuring that ordered goods are wrapped with at least two layers of plastic packaging, and that the packaging is disposed of as soon as the items reach the restaurant, before unpacking. • Disinfecting cars fully after each tour. • Applying social distancing measures by operating cars at the capacity instructed by the Prime Ministry. • Drivers are obliged to provide sterilization material in their vehicles.
Tours & Vehicles Operations	<ul style="list-style-type: none"> • Drivers are obligated to wear face masks during working hours and replace them continuously. • Staying inside the vehicle while waiting, and keeping away from gatherings. • Conducting periodic PCR tests for the staff.