



GUIDELINES TO GET YOUR TRAVEL AGENCY READY FOR RE-OPENING

Travel agencies must develop and implement measures to ensure that the workplace meets the standards of hygiene, health and social distancing protocols relating to COVID-19.



Assign clear roles & responsibilities

Appoint a health and safety manager (this can be the owner or a manager) to address employee or workplace representative concerns and to keep employees informed.

The management team is responsible for overseeing:

- Action plan to prevent the spread of COVID-19
- Mobilisation of human and economic resources to implement the action plan rapidly and effectively
- Supervision to evaluate the plan, encourage compliance and adapt as necessary
- Logbook of actions to record important actions and measures carried out
- Communication between management, staff, clients and other stakeholders, e.g. suppliers
- Training and information to all staff on protective measures and protocols
- Ask employees to sign adherence to the safety protocols



Best practices for employers & staff



Management:

- Instruct sick employees to stay home and isolate immediately if sick
- Arrange for sick workers to be transported home in a safe manner
- Educate staff and guests on importance of hygiene and social distancing
- Educate staff on identification of COVID-19 symptoms
- Organise staff into working groups or teams to facilitate reduced interaction between groups
- Screen employees when they report for work



Staff

- Get the flu vaccination
- Wash hands often with soap and water for at least 20 seconds, or use alcohol-based hand sanitiser
- Avoid touching eyes, nose and mouth with unwashed hands
- Wear mask or face covering
- Cover mouth and nose when coughing or sneezing; dispose of tissues and wash hands
- Maintain at least a 1,5-metre distance between co-workers and clients
- Stay home or leave work if sick; consult health professional and contact supervisor



Protective gear & equipment

- Provide each employee with at least two cloth face masks
- Provide employees with disposable gloves
- Cleaning and sanitising products containing at least 70% alcohol
- Touchless thermometer



Communication of protective measures

- Arrange the workplace to ensure minimal contact between employees
- Ensure a minimum of 1,5 metres between employees OR if this is not possible, arrange physical barriers between work stations
- Keep the workplace well ventilated
- Regularly maintain air conditioner filters
- Disable 'recirculation' of internal air settings



Client tracking & record keeping

- Keep clear records of clients' contact information, identification number, home address, travel arrangements and mode of travel
- Keep daily register of contact details for all staff and clients to assist with contact tracing



Points of contact & hazards

Implement key preventative measures including:

- Frequently disinfect high-touch surfaces, e.g. door handles, elevators
- Sanitise and deep clean desks after each client
- Arrange the workplace to ensure a minimum of 1,5 metres between the client and the employee
- Put in place physical barriers or provide employees with face shields
- Require clients to wear masks when entering the travel agency
- Arrange your shop for social distancing and consider limiting number of people in the shop
- Introduce contactless payments
- Provide hand sanitisers at entrances and counters
- Employees should sanitise hands between each interaction with the public

For general information relating to COVID-19 and South Africa's response, visit <http://www.gov.za/Coronavirus> and <https://sacoronavirus.co.za/>.

Visit the World Health Organization (WHO) website for additional resources on COVID-19 spread prevention.