



EARTHCHECK

EARTHSAFE

HEALTH AND HYGIENE TOOL

OPERATIONS

AUGUST 2020 v1.0

#WALKTHETALK

the planet deserves more than half measures[®]

Earthcheck Pty Limited
PO Box 12149
George Street
Queensland 4003
Australia

P +61 7 3238 1900
E info@earthcheck.org
W www.earthcheck.org

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KEEPING EARTHCHECK STANDARDS CURRENT

The EarthCheck Standards are living documents which reflect the progress within the science and technology pertaining to Certification for a sustainable travel and tourism industry.

To maintain their currency, all EarthCheck Standards are periodically reviewed, and new editions are published. Standards may also be withdrawn. It is important that organisations ensure they are using a current Standard, as published on the 'MyEarthCheck' homepage, available on the EarthCheck website www.earthcheck.org.

EarthCheck welcomes suggestions for improvement to the Standards and encourages organisations to notify us of any apparent inaccuracies. Please address your comments to relationshipmgt@earthcheck.org.

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TABLE OF CONTENTS

Introduction.....	3
Guidance on the Self-Assessment Checklist	3
1 Policy & Compliance.....	5
2 Risk Assessment.....	8
3 Standard Operating Procedures.....	9
4 Key Hygiene Areas.....	20
5 Resources	45
6 Training and Communication	48
7 Authorisation	55

INTRODUCTION

The purpose of the EarthCheck EarthSafe standard, is to provide organisations with a framework for a Health and Hygiene Management System. The EarthCheck EarthSafe Standard can apply to all travel and tourism related organisations, and the systems and processes can be applied to any organisation.

This standard includes requirements specific to other management systems, such as quality, occupational health and safety, risk management and corporate social reporting and its elements can be integrated with those of other management systems.

GUIDANCE ON THE SELF-ASSESSMENT CHECKLIST

This document sets out the criteria for the EarthCheck Health and Hygiene Tool, including explanatory notes and a Self Assessment Checklist. The numbered clauses form the criteria, with explanatory notes on how the tool is applied.

The Self Assessment Checklist provides organisations with a tool to review compliance against each clause of the Standard. **It is a mandatory requirement to provide comments/explanation for every box ticked 'Yes' or 'No' or "NA"**. The Self Assessment Checklist is available online through "My EarthCheck" and becomes the key document used by auditors to ensure accuracy with the information reported.

Documentation Requirements

In addition to the Self Assessment Checklist, this standard sets out the documentation requirements that can be objectively audited subject to an organisation's level of health and hygiene measures. The extent and detail of the documentation are subject to the complexity of the organisation's scope (including activities, services and facilities offered).

Required Documentation	
Policy	Health and Hygiene Policy
	Health and Hygiene Legislation Register
Risk Assessment	Health and Hygiene Risk Assessment
Standard Operating Procedure's	Illness and infection
	Sanitation and Disinfection

Required Documentation	
	Hand Hygiene
	Physical Distancing
	Staff, Guest, and Contractor and Delivery Personnel Health Checks
	Isolation of Sick People
	Management of Information
Action Plan / Procedures	Plans/procedures for Food and Beverage Areas ¹
	Plans/procedures for guest rooms ¹
	Plans/procedures for high touch areas, guest areas and guest services ¹
	Plans/procedures for staff areas ¹
Training and Communication	Procedures Manual for Health and Hygiene protocols

The Self Assessment Checklist is a management tool that can be used to report on the organisation’s health and hygiene management system and the organisation’s commitment to corporate governance and risk management.

The following sections of this document form an easy reference tool and health check for establishing an effective health and hygiene management system.

¹ As applicable to the organisation

1 POLICY & COMPLIANCE

1.1 Health and Hygiene Policy

The organisation shall have a written Health and Hygiene Policy which encompasses the scope of the organisation's operations.

1.1.1 Responsibilities

Checklist Item	Y	N	n/a	Comment/Explanation
Does the organisation have a written Health and Hygiene Policy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is a detailed statement about the scope and extent of the organisation's operations written into the Policy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Policy include a commitment to care for the Health and Hygiene of everybody involved with the organisation, including the local community and vulnerable people?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Policy include a commitment to continual improvement in aspects of Health and Hygiene?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Policy include a commitment to regulatory compliance in the organisation's country of operation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Policy include enhanced hygiene practice in cases where there have been cases of confirmed or suspected infection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Policy include a commitment for a re-opening protocol, after the property is closed for a period of time due to Health and or Hygiene requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the up-to-date Policy been shared with all of the organisation's stakeholders, including suppliers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the Policy been displayed in prominent public places within the organisation, this includes places frequented by staff, clients and suppliers (i.e. lobby, staff break rooms, website, in room compendiums, email, social media, QR codes etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the Policy been signed by the organisation's top management?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the Policy been revised within the last 12 months?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

1.1.2 Coordination of Health and Hygiene

The organisation shall formally appoint a competent representative within the organisation as the EarthCheck Coordinator for Health and Hygiene. This appointment must be supported by the highest managerial level.

Checklist Item	Y	N	n/a	Comment/Explanation
Has the organisation formally appointed a competent (as required by law) representative from within the organisation as the Coordinator for Health and Hygiene with support from the highest managerial level ² ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a job description for the position of Health and Hygiene Coordinator ¹ ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has management shown knowledge about Health and Hygiene aspects and have they endorsed the introduction of Health and Hygiene programs within the organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does management guarantee that the necessary resources are available to implement Health and Hygiene programs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has a Code of Conduct been developed for staff, clients, suppliers, and other stakeholders entering the property (i.e. NGO's, businesses within the property) with respect to Health and Hygiene aspects?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has a Health and Hygiene Management System been developed for the organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does that Management System include objectives, goals, action plans and an activity timetable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does that Management System include records and / or registers to demonstrate compliance with objectives?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the Management System evaluated and updated quarterly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has a program been developed to ensure staff, clients, suppliers and other stakeholders entering the property participate in Health and Hygiene programs within the organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the organisation request a code of conduct for Hygiene and Health aspects from their suppliers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

² This position can be an existing position with extended job responsibility to include Health and Hygiene aspects.

1.2 Regulatory Compliance

The organisation must commit to and comply with all regulations currently in force in relation to Health and Hygiene.

Checklist Item	Y	N	n/a	Comment/Explanation
Is the organisation aware of all the relevant regulatory requirements and how they apply to its own organisation in regard to Health and Hygiene, including any guides and recommendations from local tourism associations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation complied with all legal requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has a complete register of applicable legislation been developed in regard to health and hygiene requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a process in place to manage and ensure the level of compliance with existing legislation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the organisation have a way to track development and implementation of new Health and Hygiene regulations applicable to their operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are records kept in order to demonstrate compliance with all applicable regulations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation adopted local guides, recommendations and/or international standards, if applicable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

2 RISK ASSESSMENT

The organisation shall assess all actual and/or potential risks (hygiene) in relation to the organisation's scope identified by way of a risk assessment.

Checklist Item	Y	N	n/a	Comment/Explanation
Has the organisation carried out a risk assessment which includes all actual and/or potential risks in relation to hygiene?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

2.1 Aspects and Impacts

The organisation shall implement and maintain a procedure to identify all aspects of its activities, products and services that have an actual and/or potential impact (hygiene) against the 4 Key Hygiene Areas (KHAs) listed below where applicable. The organisation shall consult with key stakeholders on the significant aspects against the 4 KHAs.

1. Food and beverage services
2. Guest rooms
3. Guest and high touch areas
4. Staff areas

Checklist Item	Y	N	n/a	Comment/Explanation
Does the organisation have a procedure to identify aspects against the 4 Key Hygiene Areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation identified and evaluated its hygiene aspects and impacts and identified the risks and opportunities associated with adverse and beneficial impacts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have major external influences been identified and potential impacts assessed where appropriate, considering a life cycle perspective?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have risks and opportunities been considered with regard to the context of the organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has there been consultation with key business partners and stakeholders?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there ongoing liaison with key stakeholders to identify actual and/or potential impacts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

2.2 Likelihood and Severity

The organisation shall consider the likelihood and severity of potential impacts, including the ability to prevent and/or mitigate impacts should they arise.

Checklist Item	Y	N	n/a	Comment/Explanation
Has the Risk Assessment identified the likelihood and severity of potential impacts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the Risk Assessment considered the ability to prevent and/or mitigate impacts should they arise?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

2.3 Review Quarterly

The organisation shall review, update and date the Risk Assessment quarterly.

Checklist Item	Y	N	n/a	Comment/Explanation
The organisation shall provide a date on the risk assessment and review and update the risk assessment at least quarterly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have there been any changes to the operation and/or local, national or international considerations that need to be included in the organisation’s Risk Assessment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If an incident has occurred at the property, has the incident been reviewed against the risk assessment procedure and appropriate actions undertaken to mitigate the actual or potential risk/s?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3 STANDARD OPERATING PROCEDURES

The organisation shall have written Standard Operating Procedures (SOPs) by way of documents and procedures in place which ensure its commitment to the hygiene and health of its visitors and employees. Each Standard Operating Procedure document where relevant, shall be provided by way of evidence during verification/certification.

Checklist Item	Y	N	n/a	Comment/Explanation
Does the organisation ensure that staff have input into the creation and maintenance of the SOPs where relevant?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.1 Illness and Infections

The organisation shall have Standard Operating Procedures (SOPs) in place for the prevention and management of potentially contagious illness and infections. The SOPs should include,

but not be limited to, the provision of Personal Protective Equipment (PPE), isolation procedures and methodologies for communicating information about contagious outbreaks.

Checklist Item	Y	N	n/a	Comment/Explanation
Does the organisation have an established procedure for prevention of illness and infections, including the practices required to prevent transmission?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there an emergency protocol for handling a contagious disease within the organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there an action plan devised to communicate with all employees, guests, suppliers and other stakeholders in the event of a contagious outbreak amongst staff members and/or guests?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is personal protective equipment available to employees and guests?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there an isolation procedure for ill and potentially contagious people in the organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the organisation have a Contingency Plan in place for severe incidents related to contagion, that may involve an organisation lockdown, that includes processes for guests and staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.2 Sanitation and Disinfection

The organisation shall establish cleaning, sanitation and disinfection protocols for their Key Hygiene Areas (KHAs). The cleaning, sanitation and disinfection protocols shall be reviewed regularly and continually improved.

Checklist Item	Y	N	n/a	Comment/Explanation
Does the organisation have cleaning, sanitation and disinfection protocols in place for the Key Hygiene Areas at the property, which includes the frequency required for cleaning, sanitising and or disinfection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation clearly identified all high touch areas within the property?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are these cleaning, sanitation and disinfection protocols reviewed regularly and improved?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the organisation have a protocol for incoming packages entering the property, considering quarantine time, disinfection, unpackaging etc.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Does the organisation have a cleaning verification program in place ³ ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do the cleaning, sanitation and disinfection protocols include the logging and recording of the cleaning, sanitation and disinfection of KHA surfaces?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are disinfection and sanitation areas adequately stocked with necessary supplies, kept clean and maintained in good working order?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the organisation ensure the use of the correct disinfection product where required (e.g. for use against COVID-19, product should be tested against EN1476)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation implemented a system to ensure that the cleaning, sanitising or disinfection products are kept in stock and available for use with appropriate Safety Data Sheets (SDSs) available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation implemented a system to ensure that none of the cleaning, sanitising or disinfection products have expired?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation implemented procedures to safely and sustainably dispose of products that are expired?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the organisation test the strength of dilutable disinfectants with common test strips each time the product container is changed or on a regular basis if the product is infrequently used?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation implemented a system to ensure that the cleaning, sanitising or disinfection products have legible labels and are in the correct language?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation implemented a system to ensure that the product is used as directed on the label and as per manufacturer instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation implemented a system to ensure that the products are not being mixed and are being stored as recommended by the Safety Data Sheets (SDSs)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation implemented a system to ensure that product dispensing systems are properly maintained and are in working order?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

³ Verification can be from visual inspection, investigation or actual testing.

3.3 Hand Hygiene

The organisation shall establish hand hygiene protocols for visitors, contractors, delivery personnel, guests and staff.

Checklist Item	Y	N	n/a	Comment/Explanation
Are all visitors to the property (including contractors and delivery personnel) made to wash or sanitise their hands upon entry and exit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are all guests to the property made to wash or sanitise their hands upon entry and exit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are all staff made to wash or sanitise their hands upon entry and exit of the property?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are all staff made to sanitise their hands before and after the use of gloves?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are disinfection areas, hand washing facilities, sanitisation areas (including hand sanitiser) are adequately stocked with the necessary items, and are kept clean and in good working order?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.4 Physical Distancing

The organisation shall establish a procedure to ensure when physical distancing is necessary, the requirements are adhered to, there is appropriate communication and appropriate training is provided.

Checklist Item	Y	N	n/a	Comment/Explanation
In places where physical distancing is necessary, is there appropriate signage and are guests and contractors informed before arrival to the property?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a physical distancing protocol for checking in? (For example, where required by legislation, Personal Protective Equipment (PPE) for receptionists, counter partitions, protective barriers, contactless check-in via apps etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a table distribution plan based on physical distancing protocols in restaurants, bars and seating in public areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has public area furniture been rearranged in a way to ensure physical distancing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do restaurants and bars have a procedure for implementing physical distancing when guests arrive?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
If physical distancing is required in common areas, is there a plan in place for handling this by the pools and other outside areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If physical distancing is required, are there procedures for the management of high use areas, such as stairs, elevators, corridors and entry and exits as allowed by the existing layout?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are security staff trained in how to handle visitors in order to reinforce physical distancing measures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have all staff members received training on physical distancing protocols within the premises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.5 Staff Health Checks

Where required by legislation, the organisation shall implement a procedure to carry out staff health checks, including measuring staff temperatures upon arrival, completing a health survey and referring a staff member to a medical professional if presenting symptoms or becoming unwell.

Checklist Item	Y	N	n/a	Comment/Explanation
Does the organisation have a program in place for promoting good health amongst employees?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the organisation have a privacy policy in place to protect employee health survey information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are daily health checks carried out on staff members (if required by legislation), in particular for personnel working on reception, kitchens, restaurants and bars?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are staff temperatures measured as they enter the operation (if required by legislation)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If an employee is unwell, are they able to access a doctor or paramedic before being accepted on shift?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If an employee becomes unwell during their shift or when they return home, does the procedure refer them to the isolation procedure (Section 3.8)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.6 Guest Health Checks

Where required by legislation, the organisation shall implement a procedure to carry out guest health checks, including measuring guest temperatures upon arrival, completing a health survey and referring a guest to a medical professional if presenting symptoms or becoming unwell.

Checklist Item	Y	N	n/a	Comment/Explanation
Does the organisation have a privacy policy in place to protect guest health survey information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If required by legislation, are guests informed of the guest health checks that the organisation is required to carry out, prior to their booking and arrival?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If required by legislation, are guest temperatures measured upon arrival during flu seasons, pandemics or other events ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If required by legislation, are guests asked to confirm they have not had a fever, cough, sore throat, shortness of breath or other cold/flu-like symptoms in the last 72 hours and are otherwise well?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If a guest seems unwell on arrival, are they directed to a doctor or paramedic before being accepted on site?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If a guest becomes unwell during their visit/stay, does the procedure refer them to the isolation procedure (Section 3.8)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.7 Contractor and Delivery Personnel Health Checks

The organisation shall implement a procedure to carry out contractor and delivery personnel health checks, including measuring temperatures upon arrival, completing a health survey and referring personnel to a medical professional if presenting symptoms or becoming unwell during their stay.

Checklist Item	Y	N	n/a	Comment/Explanation
Does the organisation have a privacy policy in place to protect contractor health survey information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
If required by legislation, are temperatures of contractors or delivery personnel measured as they enter the operation if they are staying longer than 10 minutes or are accessing more than one part of the property?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If required by legislation, are contractors and delivery personnel asked to confirm they have not had a fever, cough, sore throat, shortness of breath or other cold/flu-like symptoms in the last 72 hours and are otherwise well?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are contractors required to bring their own appropriate PPE when working on the premises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If a contractor or delivery person seems unwell on arrival, are they declined access to the property?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If a contractor becomes unwell during their visit/stay, does the procedure refer them to the isolation procedure (Section 3.8)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.8 Isolation of Sick People

The organisation shall implement a procedure to ensure that any guest, visitor, staff member, contractor or delivery personnel that enters the premise that appears unwell or becomes ill with respiratory symptoms is isolated and referred to a medical professional.

The organisation shall ensure within the procedure, there is a protocol for locating and isolating other people that may have come into contact with the sick person.

The protocol shall also include an action plan for cleaning and disinfecting any surfaces or areas where the sick person may have been.

Checklist Item	Y	N	n/a	Comment/Explanation
If a visitor, staff member, contractor or delivery personnel entering the premises appears unwell, are they denied entry to the premises until cleared by a doctor?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If a visitor, staff member, contractor or delivery personnel becomes ill with respiratory symptoms while during their visit/stay at the property, are they first asked to isolate (if required by legislation) and then directed to a doctor or paramedic?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
If a guest becomes unwell while on the premises, are they immediately isolated and provided with a doctor or paramedic?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is that person that has been isolated provided with meals and private bathroom facilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a protocol for locating and isolating the people that may have come into contact with that person?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a protocol to inform the local Public Health Unit or Authority about the ill person and to seek advice regarding how and where the person should be managed to reduce the risk of geographical spread?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the organisation have an action plan for cleaning and disinfecting surfaces, items and rooms occupied by the ill person? Are rooms or areas occupied by that person subject to deep cleaning and all linen and food service items in the room cleaned immediately?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.9 Management of Information

The organisation shall ensure that all staff, guests, visitors and contractors complete a survey which includes their full name, date of birth, best contact number, current home address, trip records and the date and time of their visit onsite at the property, if required by current legislation and if consented to by the staff member, guest, visitor and/or contractor.

The organisation shall ensure that these documents and records are kept private and confidential unless they are required to be handed over to a health authority upon request.

Checklist questions have been included to ensure the consideration for the privacy of the information managed.

Checklist Item	Y	N	n/a	Comment/Explanation
If required by current legislation and consented to, does the property collect and retain details of all staff, guests, visitors and contractors by date and time on site at the property and in transit per trip ⁴ ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are processes in place to ensure that the individual is informed that the personal information provided by them will be stored by the organisation, details in the personal information may be provided to government authorities or their agents if the organisation is requested to provide this information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If the collection of this information is required under current legislation, are the staff, guests, visitors and contractors advised of this before arriving at the organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the privacy of the information considered when designing or implementing new software, and in the creation of internal staff processes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are processes in place to ensure effective management of the information, adequate storage of the details collected, limited access to the details and that an individual is identified to oversee the monitoring and protection of details stored?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do the processes in place ensure that only relevant data is collected, and for the data to be erased/destroyed at an appropriate time as directed by the legislation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do these records include the full name if consent was provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do these records include the date of birth if consent was provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

⁴ Note: This information is to be collected by the organisation only upon consent from the individual and where required under local legislation. This information does not need to be provided to EarthCheck and shall be kept secure by the organisation until such time as it is required to be provided by a health authority or destroyed at an appropriate time.

Checklist Item	Y	N	n/a	Comment/Explanation
Do these records include the best telephone/contact number if consent was provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do these records include an email address if consent was provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do these records include the current home address (and other if transient staff) if consent was provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do these records include trip records (for those involved in transport only) if consent was provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are these documents and records retained including records of a guest/passenger's locations visited and accommodation details for the 14 days prior to staying/visiting at the property/using the transport mode for the first time if consent was provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are these records kept private and confidential unless they are required to be handed over to a Health Authority upon request?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.10 Water Analysis

The organisation shall establish procedures for the water analysis of key areas throughout the property to ensure appropriate Health and Hygiene standards are maintained.

3.10.1 Rooms

The organisation shall conduct regular analysis of water quality in guests' rooms and take measures to ensure the quality is maintained.

Checklist Item	Y	N	n/a	Comment/Explanation
Is there regular analysis of water quality in guest rooms, as per local requirements as a minimum?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
In the event the water quality is not satisfactory, are appropriate measures taken to rectify this?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.10.2 Kitchens

The organisation shall conduct regular analysis of water quality in kitchens and take measures to ensure the quality is maintained.

Checklist Item	Y	N	n/a	Comment/Explanation
Is there regular analysis of water quality in the kitchens, as per local requirements as a minimum?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
In the event the water quality is not satisfactory, are appropriate measures taken to rectify this?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.10.3 Restaurants & Bars

The organisation shall conduct regular analysis of water quality in restaurants and bars, including ice makers, and take measures to ensure the quality is maintained.

Checklist Item	Y	N	n/a	Comment/Explanation
Is there regular analysis of water quality in the bars and restaurants as per local requirements for water quality testing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the ice that is used in restaurants and bars tested to make sure it is clean and safe to consume?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are ice machines cleaned regularly or at least according to the manufacturer's recommendations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
In the event the water or ice quality is not satisfactory, are appropriate measures taken to rectify this?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.10.4 Pools

The organisation shall conduct regular analysis of water quality in pools and take measures to ensure the quality is maintained.

Checklist Item	Y	N	n/a	Comment/Explanation
Is there at least daily analysis of water quality in the pools and higher frequency of testing during peak periods?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is pool water tested for pH and chlorine content, at least twice a day?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the temperature of the pool water checked at least twice a day?				
In the event the water quality is not satisfactory, are appropriate measures taken to rectify this?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.10.5 Seawater

If required by legislation, the organisation shall conduct regular analysis of water quality on accessible beaches and take measures to ensure the quality is maintained.

Checklist Item	Y	N	n/a	Comment/Explanation
If required by legislation, is there regular analysis of water quality on accessible beaches, as per local requirements for water quality testing (where applicable), including coliform bacteria?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
In the event the water quality is not satisfactory, are appropriate measures taken to rectify this?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.10.6 Treated Water

The organisation shall conduct regular analysis of water quality of onsite treated water and take measures to ensure the quality is maintained.

Checklist Item	Y	N	n/a	Comment/Explanation
Is there regular analysis of onsite treated water quality, as per local requirements at a minimum?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
In the event the water quality is not satisfactory, are appropriate measures taken to rectify this?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4 KEY HYGIENE AREAS

The organisation must take actions and measures within Key Hygiene Areas throughout the property where applicable to ensure the proper disinfection and cleaning actions are being taken, to ensure the health and wellbeing of guests, visitors, employees, contractors and delivery personnel at all times.

4.1 Food and Beverage

The organisation shall establish frequent cleaning, disinfection and sanitisation protocols for Food and Beverage Areas as applicable, including Food and Beverage Areas, Kitchens, Restaurants and Bars.

4.1.1 Cleaning, Disinfection and Sanitisation of Kitchens, Restaurants and Bars

Food and beverage areas including kitchens, restaurants, bars, room service equipment, cool rooms and freezers, receiving areas and food and storage spaces (where relevant) shall have established cleaning, sanitation and disinfection schedules, including procedures for deep cleans when required.

Checklist Item	Y	N	n/a	Comment/Explanation
Are air sanitising systems used where possible for cleaner air?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do kitchens, restaurants, bars, room service equipment, cool rooms, freezers, receiving areas and food and storage spaces have cleaning, sanitisation and disinfection schedules?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do all staff working in back of house food and beverage areas wear locally applicable PPE for the entirety of their shift?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are all cleaning, sanitisation and disinfection products used in kitchens, restaurants and bars suitable for use with direct or indirect food contact applications?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.1.1.1 Kitchens

Kitchens shall be frequently cleaned and disinfected (as outlined in the checklist), including the disinfection of utensils. Sinks shall be made available for staff to wash their hands. Inspections shall be carried out to ensure staff are correctly wearing the appropriate uniform. Fruits and vegetables shall also be disinfected before cooking or serving.

Checklist Item	Y	N	n/a	Comment/Explanation
Are the kitchen areas and equipment sanitised between meal preps and at least once a day?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the floors, walls and ceilings in the kitchen easy to clean (i.e. within reach and have surface coverings that are easy to clean and sanitise)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are utensils washed and sanitised before and after each use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there sinks available for staff to wash their hands, with antibacterial soap and disposable hand towels?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does an inspection take place to see that kitchen staff are dressed appropriately: clean uniform, trimmed nails, hair tied back in a hair net, no jewellery, no watches or mobile phones?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are fruit and vegetables washed and sanitised before being cooked or served?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.1.1.2 Restaurants

Restaurants shall provide guests with access to hand sanitiser, and tableware including cloths and serviettes shall be changed frequently. Tables, floors, equipment, waiting stations and sneeze guards shall be cleaned and disinfected frequently (as defined in the checklist).

Checklist Item	Y	N	n/a	Comment/Explanation
Do guests have access to hand sanitiser?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are tablecloths and serviettes changed after each guest?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are tables cleaned and disinfected after each guest?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are floors and equipment cleaned and disinfected daily or at the end of each service period (whichever occurs most frequently)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are waiting stations cleaned and disinfected daily or at the end of each service period (whichever occurs most frequently)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If buffets are operational under legislation requirements, are sneeze guards utilised in buffet areas and disinfected every hour?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there assisted service at the buffet if requested by guests?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are contactless payment options in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are tables positioned in a way to ensure sufficient physical distancing, as required under legislation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are menus presented on single-use paper or covered in a surface that can be easily sanitised, or are digital menus utilised (QR codes, tablets etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.1.1.3 Bars

Bars shall provide hand washing stations for staff. All bar utensils shall be washed and disinfected after each use. The counter shall be cleaned and disinfected after use. Hand sanitiser shall be provided for guests at the bar/bar area.

Checklist Item	Y	N	n/a	Comment/Explanation
Is there a hand washing station for bar staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are bar utensils washed and sanitised after each use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Is the counter cleaned and sanitised after each use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is hand sanitiser available for guests at the bar and/or the bar area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are contactless payment options in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are tables positioned in a way to ensure sufficient physical distancing, as required under legislation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are menus presented on single-use paper or covered in a surface that can be easily sanitised, or are digital menus utilised (QR codes, tablets etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.1.1.4 Room Service

Room service shall ensure that all meals are transported in covered dishes or closed containers. All carts shall be cleaned and disinfected after each meal drop or pickup. Staff shall be made to wear appropriate PPE when transporting service carts. No contact drop off option shall also be available for selection for guests at any point during their stay.

Checklist Item	Y	N	n/a	Comment/Explanation
Are meals transported in covered dishes or closed disposable containers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are carts cleaned and sanitised after each meal drop or pickup?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are staff members wearing appropriate PPE such as gloves and masks when transporting and collecting room service carts, dishes and containers, including when entering a guest's room?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a no contact drop off option available for selection by guests at any time during their stay?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.1.1.5 Receiving of Provisions

Upon receiving provisions, the organisation shall ensure that all fruit and vegetables are washed and disinfected before entering the storerooms or kitchens. There shall be handwashing bays located in the loading bay and hand sanitiser shall be made available.

Checklist Item	Y	N	n/a	Comment/Explanation
Are fruit and vegetables washed and sanitised upon receipt, before entering the storerooms or kitchens?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there any hand washing stations in the loading bay?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Is the loading bay disinfected at least once a day and between shipments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is hand sanitiser made available in the loading bay area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.2 Guest Rooms

The organisation shall establish cleaning, sanitisation and disinfection protocols for Guest Rooms, including specific protocols for beds, bathrooms, furniture and closets, floors, kitchenettes and refrigerators, and balconies where applicable.

4.2.1 Cleaning, Disinfection and Sanitisation of Guest Rooms

Guest Room areas including bed, bathrooms, furniture and closets, floors, kitchenettes and refrigerators, and balconies (where applicable) shall be cleaned, sanitised and disinfected regularly (as defined in the checklist), including deep cleans when required.

Checklist Item	Y	N	n/a	Comment/Explanation
Are air sanitising systems used where possible for cleaner air?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are guest rooms cleaned and sanitised after each guest departure, including furniture, closets, floors, bathrooms, kitchenettes, refrigerators and balconies?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the organisation ensure that it avoids unnecessary furniture and décor within rooms which make cleaning and sanitation difficult?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is deep cleaning done at least every month?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is a deep clean conducted of a guest room following a case of confirmed or suspected infection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are guests provided with face masks, hand sanitiser and/or disinfectant wipes in their rooms or made available upon request?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.2.1.1 Beds

The organisation shall ensure that sheets and comforters are changed regularly, and stains are handled with precaution.

Checklist Item	Y	N	n/a	Comment/Explanation
Are sheets and comforters changed every three days maximum if it is the same guest?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do laundry carts allow separation for handling clean versus soiled laundry?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If a sheet is discovered with a stain on it that may be blood or bodily secretions, is it handled with gloves and kept separate from the rest of the dirty laundry before returning to the laundry?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.2.1.2 Bathrooms

The organisation shall ensure that all fixtures, toilets, floors, showers and walls are cleaned and disinfected daily. All towels that are stained or dirty are changed. All towels found with stains shall be handled with precaution.

Checklist Item	Y	N	n/a	Comment/Explanation
Are bathroom fixtures cleaned and disinfected daily, in particular the toilet?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are bathroom floors and shower walls cleaned and disinfected daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are towels that are stained or dirty changed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If a towel is discovered with a stain on it that may be blood or bodily secretions, is it handled with gloves separated from the other dirty laundry before returning to the laundry?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.2.1.3 Furniture and Closets

The organisation shall ensure that furniture and other high touch items provided within the guest rooms are cleaned and sanitised after each guest's departure.

Checklist Item	Y	N	n/a	Comment/Explanation
Is furniture and other items provided in rooms cleaned and sanitised after a guest has departed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Are soft surfaces, such as chairs with cloth seats, where the fabric cannot be removed, disinfected with appropriate disinfectant that will not damage the textile and disinfect the item completely?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are high touch points within the guest's room such as light switches, door handles, window catches, telephones, remotes, temperature control hubs, counters etc. cleaned and disinfected after each guest's departure?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.2.1.4 Floors

The organisation shall ensure that hard floors are cleaned and sanitised after each guest departure and if carpet is installed, it shall be vacuumed daily.

Checklist Item	Y	N	n/a	Comment/Explanation
Are hard floors cleaned and disinfected after each guest departure?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If carpet is installed, is it vacuumed daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do the vacuums utilise a HEPA filter to prevent the spread of particles?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.2.1.5 Kitchenettes

The organisation shall ensure that kitchenettes are cleaned and disinfected daily, including kitchen utensils.

Checklist Item	Y	N	n/a	Comment/Explanation
Is the kitchenette cleaned and disinfected daily when room is occupied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are kitchen utensils washed and sanitised after guest departure?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are kitchen utensils washed and sterilised following a case of confirmed or suspected infection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.2.1.6 Balcony

The organisation shall ensure that balconies are cleaned and sanitised after each guest departure, including floors and furniture.

Checklist Item	Y	N	n/a	Comment/Explanation
Is the floor of the balcony or terrace cleaned and sanitised after each guest departure (i.e. swept and mopped with appropriate sanitiser)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is outdoor furniture cleaned and sanitised after each guest departure?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3 High Touch Areas, Guest Areas and Guest Services

The organisation shall establish frequent cleaning and disinfection protocols of guest and high touch areas as applicable, including hallways and stairs, receptions, lobbies, lifts, pools, beach areas, kids clubs, function spaces, boutiques, gym & sports areas, spas, golf courses, theatres and casinos and convention centres (where applicable).

4.3.1 Disinfection of High Touch Areas, Guest Areas and Guest Services

Guest areas and services, including high touch areas, hallways, receptions, lobbies, lifts, pools, beach areas, kids clubs, function venues, boutiques, gym & sports areas, spas, golf courses, theatres and casinos, convention centres and transportation (where applicable) shall be cleaned and disinfected every four hours (or more frequently if determined as necessary during the organisation's risk assessment), including a deep clean at least monthly or when required due to suspected or confirmed infection.

Checklist Item	Y	N	n/a	Comment/Explanation
Are air sanitising systems used where possible for cleaner air?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are guest areas cleaned and disinfected every 4 hours (or more frequently if determined as necessary during the organisation's risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are hallways and stairs cleaned and disinfected every 4 hours (or more frequently if determined as necessary during the organisation's risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Is the reception cleaned and disinfected every 4 hours (or more frequently if determined as necessary during the organisation’s risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the lobby and lobby area/s cleaned and disinfected every 4 hours (or more frequently if determined as necessary during the organisation’s risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are lifts cleaned and disinfected every 4 hours (or more frequently if determined as necessary during the organisation’s risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are pools and pool areas cleaned and disinfected every 4 hours (or more frequently if determined as necessary during the organisation’s risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are beach areas cleaned and disinfected every 4 hours (or more frequently if determined as necessary during the organisation’s risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are Kids Clubs areas cleaned and disinfected every 4 hours (or more frequently if determined as necessary during the organisation’s risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are function spaces cleaned and disinfected every 4 hours (or more frequently if determined as necessary during the organisation’s risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are boutiques cleaned and disinfected every 4 hours (or more frequently if determined as necessary during the organisation’s risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are gym and sport areas cleaned and disinfected every 4 hours (or more frequently if determined as necessary during the organisation’s risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the spa cleaned and disinfected every 4 hours (or more frequently if determined as necessary during the organisation’s risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Is golf course equipment cleaned and disinfected every 4 hours (or more frequently if determined as necessary during the organisation's risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are theatres and casinos cleaned and disinfected every 4 hours (or more frequently if determined as necessary during the organisation's risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are convention centres cleaned and disinfected every 4 hours (or more frequently if determined as necessary during the organisation's risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a program in place to ensure staff are keeping records of areas cleaned, sanitised and disinfected?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are "Last Cleaned" logs kept for guest and high touch areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is deep cleaning done at least every month?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is a deep clean conducted of guest and high touch areas following a case of confirmed or suspected infection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3.1.1 High Touch Areas

The organisation shall ensure that High Touch Areas such as light switches and door handles, are disinfected regularly.

Checklist Item	Y	N	n/a	Comment/Explanation
Are light switches disinfected every four hours (or more frequently if determined as necessary during the organisation's risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are door handles disinfected every four hours (or more frequently if determined as necessary during the organisation's risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation taken measures to replace door handles for no-touch options where able?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3.1.2 Hallways and Stairs

The organisation shall ensure that hard surfaces in hallways and stairs are cleaned and disinfected at regular intervals throughout the day.

Checklist Item	Y	N	n/a	Comment/Explanation
Are hard surfaces in hallways and stairs, especially banisters, cleaned and disinfected every four hours (or more frequently if determined as necessary during the organisation’s risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3.1.3 Floors

The organisation shall ensure that hard floors are cleaned and disinfected daily and if carpet is installed, it shall be vacuumed daily.

Checklist Item	Y	N	n/a	Comment/Explanation
Are hard floors cleaned and disinfected daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If carpet is installed, is it vacuumed daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do the vacuums utilise a HEPA filter to prevent the spread of particles?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3.1.4 Gardens and Green spaces

The organisation shall ensure that gardens and green spaces have a program in place to control infestations.

Checklist Item	Y	N	n/a	Comment/Explanation
Do gardens and green spaces have a pest control regime in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3.1.5 Reception

The organisation shall ensure that surfaces such as the reception counter, phones and key cards are disinfected on a regular basis (as defined in the checklist).

The organisation shall implement a touchless transaction, check in and check out policy.

If required by legislation, the organisation shall ensure that all guests, visitors, suppliers and external contractor temperatures are taken upon arrival, are made to complete a health questionnaire and the appropriate steps are taken should they present as unwell.

The organisation shall offer a complete no-contact experience for their guests where staff are not able to enter into a guest's room.

Hand sanitiser will be made available at reception.

Checklist Item	Y	N	n/a	Comment/Explanation
Is the reception counter cleaned and disinfected between guests checking in?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are phones at the reception counter disinfected every four hours (or more frequently if determined as necessary during the organisation's risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is hand sanitiser made available in the reception area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do the reception staff clean and disinfect their hands after each guest check-in?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are contactless check-in options and touchless transactions implemented?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Where pin numbers are required during payments, is the terminal/s appropriately sanitised between each guest use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are room key cards sanitised after every checkout?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are contactless and paperless checkouts implemented?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are guests' temperatures monitored on check in with contactless thermometers as required by local legislation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If a guest arrives at a property who appears unwell, are they first directed to visit a doctor before being accepted on the premises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is supplier and external contractor health monitored as they enter the operation as required by local legislation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are supplier and external contractor temperatures monitored on entry to the operation with contactless thermometers as required by local legislation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are all guests and visitors to the property made to complete a health and travel questionnaire if required by legislation? <i>See Section 3.9 for further information.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Do guests have the option of opting that staff do not enter their room for the duration of their stay upon their check-in?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If there are physical distancing requirements in place, and physical distancing is not possible between a guest and a staff member, are there protective shields installed at the front desk?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are these protective shields cleaned and sanitised between guests?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3.1.6 Lobby

The organisation shall ensure that all concierge, porters, bellhops and other staff who may handle luggage, clean and disinfect their hands after each check in.

The organisation shall offer a cleaning and disinfection service of the guest’s belongings before they are delivered to the room.

All furniture and hard surfaces in the lobby shall be cleaned and disinfected regularly, including the bathrooms.

Hand sanitiser shall be made available in the lobby.

Checklist Item	Y	N	n/a	Comment/Explanation
Do the concierge, porters, bellhops and other staff who may handle luggage, clean and disinfect their hands after each check-in?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the concierge, porters, bellhops and other staff who may handle luggage, offer a cleaning and disinfection service upon arrival before the guests’ belongings are delivered to their room?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are furniture and other hard surfaces in the Lobby, including stairs, cleaned and disinfected every four hours?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are bathrooms in the lobby cleaned and disinfected every four hours (or more frequently if determined as necessary during the organisation’s risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is hand sanitiser made available in the lobby?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3.1.7 Lifts

The organisation shall ensure that all lifts are cleaned and sanitised every four hours (or more frequently if determined as necessary during the organisation’s risk assessment), with special attention given to the buttons both inside the lift and in the hallway directly outside the lift on each floor.

Checklist Item	Y	N	n/a	Comment/Explanation
Are the lifts cleaned and disinfected every four hours (or more frequently if determined as necessary during the organisation’s risk assessment), especially the buttons, both inside the lift and in the hallway directly outside the lift on each floor?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If there are physical distancing requirements in place as per legislation, are numbers of lift passengers limited and enforced?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3.1.8 Pools

The organisation shall ensure that high touch hard surfaces surrounding the pool area, bathrooms and pool furniture are cleaned and disinfected every four hours.
Hand sanitiser shall be made available in the pool area.

Checklist Item	Y	N	n/a	Comment/Explanation
Are the high touch hard surfaces surrounding the pool area cleaned every four hours (or more frequently if determined as necessary during the organisation’s risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the bathrooms in the pool area cleaned and high touch points disinfected every four hours (or more frequently if determined as necessary during the organisation’s risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is pool furniture cleaned and sanitised every four hours (loung chairs and tables)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is pool furniture appropriately arranged to comply with physical distancing requirements if legislated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is hand sanitiser made available in the pool area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3.1.9 Beach

The organisation shall ensure that beach furniture and bathrooms, including change rooms are cleaned and disinfected at regular intervals throughout the day (as defined in the checklist). Hand sanitiser shall be made available on the beach.

Checklist Item	Y	N	n/a	Comment/Explanation
Is beach furniture cleaned and disinfected after each patron usage?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the bathrooms and change rooms on the beach cleaned and high touch points disinfected every four hours (or more frequently if determined as necessary during the organisation's risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is hand sanitiser made available on the beach?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is beach furniture appropriately arranged to comply with physical distancing requirements if legislated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3.1.10 Kids Club

The organisation shall ensure that toys and games, floors, equipment and furniture and bathrooms are cleaned and disinfected at regular intervals throughout the day (as defined in the checklist).

The organisation shall ensure that bed sheets are changed after each use and disposable sheet protectors are used.

The organisation shall ensure that if a child becomes unwell or presents as unwell, they are referred to a medical professional and removed from or denied access to the Kids Club.

Checklist Item	Y	N	n/a	Comment/Explanation
Are toys and games cleaned and sanitised with food safe sanitiser after each child's use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are floors cleaned and disinfected daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is equipment and furniture cleaned and disinfected every four hours (or more frequently if determined as necessary during the organisation's risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are bathrooms cleaned and disinfected every four hours (or more frequently if determined as necessary during the organisation's risk assessment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If beds exist in the centre, are sheets changed after each use, or are disposable sheet protectors used?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
If a child seems unwell, is that child directed to a doctor or paramedic before being accepted into the kids club?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
When required by legislation, is the maximum number of children permitted into the club monitored and enforced?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is hand sanitiser made available for the children and staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3.1.11 Function Venues

The organisation shall ensure that the floors, furniture and equipment of the function venues are cleaned and disinfected after each use.

The organisation shall explain the Health and Hygiene measures to the client upon each booking.

Checklist Item	Y	N	n/a	Comment/Explanation
Are floors cleaned and disinfected after each function?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is furniture and function equipment cleaned and disinfected after each use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the organisation’s Health and Hygiene measures explained to the client when an event is booked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are customers within the venue encouraged to bring their own stationary supplies (such as pens and note pads) to meetings and events?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Where equipment and stationery are provided to customers, is it appropriately sanitised between bookings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3.1.12 Boutiques and Retail Stores

The organisation shall ensure that floors, shelving, furniture, surfaces and articles that are touched or handled by clients are cleaned and disinfected at regular intervals throughout the day. Hand sanitiser will be made available at the front counter.

Checklist Item	Y	N	n/a	Comment/Explanation
Is hand sanitiser made available at the front counter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are floors cleaned and disinfected daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is shelving and furniture cleaned and disinfected daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Are surfaces and articles that are touched or handled by the clients cleaned and disinfected at regular intervals daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a maximum number of people permitted at once (depending on square meterage) when required by legislation, to ensure physical distancing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3.1.13 Gym and Sports Areas

The organisation shall ensure that surfaces, gym equipment, floors and bathrooms are cleaned and disinfected regularly throughout the day.

Health and Hygiene rules shall be posted in the gym and other sporting areas.

Hand sanitiser shall be made available in the gym and other sporting areas.

Checklist Item	Y	N	n/a	Comment/Explanation
Are Health and Hygiene rules posted in the gym and other sports areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are surfaces and gym equipment that are touched or handled by the clients cleaned and disinfected after each use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are floors cleaned and disinfected daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are bathrooms cleaned and disinfected at regular intervals daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are disinfectant wipes made available to guests to use to wipe down equipment before and after usage in the gym and other sports areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is hand sanitiser made available in the gym and other sports areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is gym access actively managed to ensure physical distancing (when required by legislation) with guests having to pre-book a gym time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is fitness equipment spaced out to ensure sufficient physical distancing (when required by legislation)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are cleaning, sanitisation, disinfection and physical distancing (when required by legislation) information, clearly displayed or communicated to guests?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3.1.14 Spa

If required by legislation, the organisation shall ensure the temperature readings will be taken before a guest is permitted entry to the spa. If a guest appears unwell or becomes unwell during their service/treatment, that person will be referred to a doctor and will be refused treatment.

All staff shall wear masks for the duration of the guests' service.

The organisation shall ensure that all surfaces, articles touched or handled by spa guests, floors, beauty equipment, bathrooms, saunas and steam rooms are all cleaned and disinfected on a regular basis throughout the day.

All towels and sheets shall be changed before each new guest.

Hand sanitiser shall be made available in the spa.

Checklist Item	Y	N	n/a	Comment/Explanation
Are temperature readings conducted on every guest to the spa before the service is conducted if required by legislation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do all staff wear masks for the duration of the guests' service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are surfaces and articles that are touched or handled by spa clients cleaned and disinfected at regular intervals daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are sheets and towels in the treatment rooms changed before each new client?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If a client appears ill on arrival, is that person referred to a doctor or paramedic before being accepted into the spa?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are hygiene measures and physical distancing rules (when required by legislation) communicated to spa guests as the guest is booking and then again upon arrival?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are menus presented on single-use paper or covered in a surface that can be easily sanitised or were digital menus utilised (QR codes, tablets etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is hand sanitiser made available in the spa?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do all spa staff wash and sanitise their hands after each treatment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are floors cleaned and disinfected daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is furniture and beauty equipment cleaned and disinfected at regular intervals daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Are bathrooms, saunas and steam rooms cleaned and disinfected at regular intervals daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
In saunas and steam rooms, is there a maximum number of people permitted at once (depending on square meterage) when required by legislation, to ensure physical distancing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3.1.15 Golf Course

The organisation shall ensure that golf clubs and carts, floors and bathrooms are cleaned and disinfected at regular intervals throughout the day or after each client.

Hand sanitiser shall be made available at the Pro shop.

Checklist Item	Y	N	n/a	Comment/Explanation
Are golf clubs and carts cleaned and disinfected before being issued or rented out to another client?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are physical distancing requirements enforced in the shop and on the green, when required by legislation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is hand sanitiser made available in the Pro Shop?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are floors cleaned and disinfected daily in the Pro Shop?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are bathrooms cleaned and disinfected at regular intervals daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3.1.16 Theatre and Casino

The organisation shall ensure that floors, slots/poker machines and bathrooms are cleaned and disinfected at regular intervals throughout the day (as defined in the checklist).

Where required by legislation, physical distancing requirements shall be followed, monitored and enforced throughout the theatre and/or casino.

Hand sanitiser shall be made available throughout the theatre and/or casino.

Checklist Item	Y	N	n/a	Comment/Explanation
Are floors cleaned and disinfected daily in the theatre and/or casino when operational?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are slot/poker machines cleaned and disinfected after each patron usage?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are bathrooms cleaned and disinfected at regular intervals daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are physical distancing requirements followed, monitored and enforced throughout the theatre and/or casino (i.e. blocking of every second slot machine or seat)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is hand sanitiser made available in the theatre and casino?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3.1.17 Convention Centre

The organisation shall ensure that hard surfaces, furniture, floors and bathrooms are cleaned and disinfected at regular intervals throughout the day (as defined in the checklist below).

Checklist Item	Y	N	n/a	Comment/Explanation
Are hard surfaces, furniture and floors cleaned and disinfected daily in the Convention Centre when in use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are bathrooms cleaned and disinfected at regular intervals daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is hand sanitiser made available throughout the Convention Centre?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If a visitor appears ill, is that person referred to a doctor or paramedic before being allowed to enter the Centre?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are customers within the convention centre encouraged to bring their own stationary supplies (such as pens and note pads) to meetings and events?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Where equipment and stationery are provided to customers, is it appropriately sanitised between bookings and at the end of each day (whichever is more frequent)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If physical distancing is required by legislation, are staged or spaced out events considered?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3.1.18 Transportation Vehicles

The organisation shall ensure that transportation vehicles and high touch areas are cleaned and sanitised between each trip.

When required by legislation, the organisation shall ensure guests are informed and reminded of physical distancing during the trip.

Hand sanitiser shall be made available on board.

If an organisation is using a contractor for employee shuttle buses, the organisation shall establish a policy to ensure that the contractor follows sanitisation and health procedures.

Checklist Item	Y	N	n/a	Comment/Explanation
Are transportation vehicles and high touch areas cleaned and sanitised (seats, aisles, contact areas) between each trip?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is hand sanitiser made available onboard vehicles?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a diagram posted onboard showing how guests should sit to allow for physical distancing during the trip, if required by legislation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If the organisation uses a contractor for employee shuttle buses, is there a policy in place to ensure that the contractor follows sanitisation and health procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3.1.19 Guided Tours

The organisation shall ensure that tour equipment and high touch areas on the tour are cleaned and sanitised between each tour.

If required by legislation, is the temperature of each guest taken before the tour commences?

The organisation shall ensure that tour staff are trained to manage tourists with high temperatures or symptoms of illness.

The organisation shall ensure that tour staff have access to personal protective equipment during tours.

Hand sanitiser shall be made available before, during and after the tour.

The organisation shall ensure there is a procedure in place to contact guests in cases of suspected or actual infection, when required by legislation.

If an organisation is using a contractor for guest transportation, the organisation shall establish a policy to ensure that the contractor the procedures outlined in this section.

Checklist Item	Y	N	n/a	Comment/Explanation
Is tour equipment and high touch areas on the tour, cleaned and sanitised (seats, aisles, contact areas, headsets etc.) between each tour?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the temperature of each tourist taken before the tour starts if required by legislation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the driver and the tour guide trained to manage tourists with high temperature or symptoms of illness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do the driver and the tour guide have access to personal protective equipment during tours?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do guests on the tour have access to hand sanitiser before, during and after the tour?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If required by legislation, is there a procedure in place to contact tourists in case someone develops symptoms after the tour (see Section 1.13)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If the organisation uses an outsourced company for guest transportation (e.g. limousine transfer), did the organisation inform the 3rd party about the requirements within this standard (listed above)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.4 Staff Areas

The organisation shall establish frequent cleaning and disinfection protocols of staff areas as applicable, including housekeeping, uniform attendant and housekeeping supplies, baggage, laundry, administration and sales and staff communal areas (where applicable).

4.4.1 Disinfection of Staff Areas

Staff areas including housekeeping, uniform attendant and housekeeping supplies, baggage, laundry, administration and sales and staff communal areas (where applicable) shall be cleaned and disinfected regularly, including a deep clean.

4.4.1.1 *Housekeeping/Cleaning, Uniform Attendant and Housekeeping/Cleaning Supplies*

The organisation shall ensure that housekeeping/cleaning, uniform attendant and housekeeping/cleaning supply areas have access to cleaning and disinfecting products at all times and those staff shall have access to hand sanitiser.

The area shall be kept secure and dirty linen shall be kept completely separate from clean linen.

Checklist Item	Y	N	n/a	Comment/Explanation
Is there access to cleaning and disinfecting products at all times for staff responsible for rooms, public areas and vehicles?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do product dispensers have a regular maintenance schedule?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do those staff members have access to hand sanitiser?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there secure storage procedures in place for housekeeping supplies?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is dirty linen from rooms kept completely separate from clean linen?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are all staff aware of the appropriate cleaning product spill procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there signage available for staff on the safe use of cleaning products?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do all cleaning products have proper, legible labels in the appropriate language?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are all Safety Data Sheets (SDSs) available where the product/s are stored for easy access by all staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.4.1.2 *Baggage*

The organisation shall ensure that luggage carts are cleaned and disinfected regularly throughout the shift.

The organisation shall ensure that all concierge, porter, bellhop and other staff handling luggage, wear masks and gloves for the entirety of their shift. They should also have access to hand sanitiser and disinfectant wipes.

Checklist Item	Y	N	n/a	Comment/Explanation
Are luggage carts cleaned and disinfected regularly throughout the shift?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do the concierge, porters, bellhops and other staff who may handle luggage wear gloves and masks for the entirety of their shift and have access to hand sanitiser and disinfectant wipes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do the concierge, porters, bellhops and other staff who may handle luggage change their gloves after each use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.4.1.3 Laundry

The organisation shall ensure that stained uniforms, linen and/or towels are separated from the rest of the dirty laundry for disposal or separated wash.

PPE such as gloves and disposable aprons shall be made available to staff who handle such items.

Checklist Item	Y	N	n/a	Comment/Explanation
When towels, uniforms and/or room linen is detected with stains that may be blood or bodily secretions, is there a procedure in place to keep these separate from the rest of the dirty laundry, either for disposal or separated wash?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is Personal Protection Equipment (PPE) (e.g. masks, gloves, disposable aprons etc.) available to the staff who handle such items?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are high touch points within the laundry disinfected after each use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there appropriate disposal methods for used Personal Protection Equipment (PPE)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are laundry machines regularly cleaned and maintained?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are safe procedures for laundry chutes in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are low chemical alarms for laundry machines in place and in working order?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are product labels placed on all suction lances?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do laundry temperatures meet WHO (70 degrees Celsius for 25 minutes, 90 degrees Celsius for 10 minutes or 85 degrees Celsius for 15 minutes) or other national guidelines for thermal disinfection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are linens with visible bodily fluids destroyed appropriately if required by legislation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do product dispensers have a regular maintenance schedule?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are all staff aware of the appropriate cleaning product spill procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there signage available for staff on the safe use of cleaning products?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do all cleaning products have proper, legible labels in the appropriate language?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are all Safety Data Sheets (SDSs) available where the product/s are stored for easy access by all staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.4.1.4 Administration and Sales

The organisation shall ensure that floors, bathrooms, hard surfaces and furniture are cleaned and disinfected daily.

Hand sanitiser shall be available in all offices.

Checklist Item	Y	N	n/a	Comment/Explanation
Is there access to hand sanitiser in all offices?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there access to disinfectant spray and wipes for staff to use to clean their workstations (such as desk, keyboard, mouse, telephone etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are floors cleaned and disinfected daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are air sanitising systems used where possible for cleaner air?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are bathrooms cleaned and disinfected at regular intervals daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are hard surfaces and furniture cleaned and disinfected daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
When physical distancing measures are required under legislation, are maximum numbers of staff in areas monitored and enforced?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.4.1.5 Staff Communal Areas

The organisation shall ensure that floors, bathrooms, hard surfaces and furniture are cleaned and disinfected daily.

Hand sanitiser shall be available in all staff communal areas.

Checklist Item	Y	N	n/a	Comment/Explanation
Is there access to hand sanitiser in staff areas like canteen/cafeterias, change rooms, locker rooms, toilets and showers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are floors cleaned and disinfected daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are bathrooms cleaned and disinfected at regular intervals daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are hard surfaces and furniture cleaned and disinfected at regular intervals daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are high touch points within staff communal areas disinfected every four hours?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
When physical distancing measures are required under legislation, are maximum numbers of staff in areas monitored and enforced?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.4.1.6 Plant and Equipment Areas

The organisation shall ensure that floors, hard surfaces and furniture are cleaned and disinfected daily.

Hand sanitiser shall be available in all plant and equipment areas.

Checklist Item	Y	N	n/a	Comment/Explanation
Is there access to hand sanitiser in plant and equipment areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are floors cleaned and disinfected daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are hard surfaces and furniture cleaned and disinfected at regular intervals daily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are high touch points within staff communal areas disinfected every four hours?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

5 RESOURCES

The organisation shall have the systems and resources necessary to carry out all of the Hygiene procedures to ensure the health and wellbeing of visitors and staff.

5.1 Personal Protective Equipment (PPE) and uniforms

The organisation shall ensure that staff have access to the appropriate Personal Protective Equipment (PPE), that they know how to use and/or wear the appropriate PPE and that the use of appropriate PPE is monitored and enforced.

All guests shall be provided with individual sanitiser and/or wipes and a mask upon their arrival and can be replaced at any time during their stay.

Partitions shall be utilised at desks during physical distancing requirements.

Checklist Item	Y	N	n/a	Comment/Explanation
Do staff know how to use the personal protective equipment (PPE) and when it is necessary to use it?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do all staff know how to correctly dispose of personal protective equipment (PPE)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Is there access to Personal Protective Equipment (PPE) at all times for all members of staff according to their functions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are reviews of Personal Protective Equipment (PPE) stocks completed annually to ensure no PPE has expired?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there supervision to ensure that staff are using Personal Protective Equipment (PPE) when necessary?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are guests provided with individual sanitiser, wipes and masks upon arrival and can be replaced at any time during their stay?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are suitable protocols utilised at front desks during physical distancing requirements to protect guests and staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

5.2 Deep cleaning equipment

The organisation shall ensure there is the necessary equipment available to perform deep cleaning, that all staff are trained to use the deep cleaning equipment and that there is a schedule in place to perform deep cleaning in each department or area.

Checklist Item	Y	N	n/a	Comment/Explanation
Is the necessary equipment available to perform deep cleaning in those areas that require it?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the necessary equipment cleaned and maintained?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are staff that manage the deep cleaning equipment trained to do it safely?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a schedule to perform deep cleaning in each department or area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

5.3 First Aid and First Aid Room

If required by legislation, the organisation shall ensure there is a first aid / consulting room on the premises and that the room is adequate to allow consultation with a patient, including keeping them under observation and isolation. The room shall have all necessary equipment and materials to administer basic first aid.

The organisation shall ensure that basic first aid kits have been distributed to all department and facilities and are checked at least annually.

Checklist Item	Y	N	n/a	Comment/Explanation
If required by legislation, is there a first aid / consulting room on the premises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Where no first aid / consulting room is available, can a guestroom or other suitable area be transformed and used as a first aid room?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the first aid / consulting room adequate enough to allow for a complete consultation of a patient?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the first aid / consulting room adequate enough to maintain a patient under observation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the first aid / consulting room adequate enough to maintain a patient in isolation (i.e. with enough negative atmosphere and with no air leaking back into facilities)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the consulting room have all the necessary equipment and materials to administer basic first aid?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the organisation have basic first aid kits distributed to all departments and facilities and are checked at least annually?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation appointed a person/s to maintain and replenish the First Aid kits after every use or checked annually if not used? Does the person appointed ensure that items are in good working order, and have not deteriorated and are within their expiry dates and that sterile products are sealed and have not been tampered with?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

5.4 Doctor or Paramedic

The organisation shall ensure that there is a doctor or paramedic on call at all times for the premises and that all visitors and staff have access to the medical service.

Checklist Item	Y	N	n/a	Comment/Explanation
Is there a doctor or a paramedic on call at all times for the premises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do all visitors have access to the medical service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do all staff members have access to the medical service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

5.5 Ambulance

The organisation shall ensure an ambulance is on call at all times.

Checklist Item	Y	N	n/a	Comment/Explanation
Is there an ambulance on call at all times?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

6 TRAINING AND COMMUNICATION

The organisation shall ensure its staff has the ability to use specific skills and to employ the knowledge necessary to perform their jobs in relation to Health and Hygiene. The organisation commits to train all staff in the required procedures related to Health and Hygiene.

The organisation shall ensure that it communicates appropriately with all visitors and guests, employees, contractors and other stakeholders in relation to Health and Hygiene.

6.1 Training

The organisation shall ensure that training is provided on Health and Hygiene with relation to staff awareness, sickness/isolation protocols and emergency response teams.

6.1.1 Staff awareness

The organisation shall ensure that it has identified the needs for competency and training amongst its staff in regards to Health and Hygiene by way of a competency checklist against the various job descriptions throughout each department.

All health and hygiene aspects shall be made available to all staff within the organisation and specific aspects shall be included in the staff induction.

All staff shall be kept up to date on their training in regards to the Health and Hygiene aspects of their duties, including the appropriate use of PPE and their performance shall be monitored.

Communication protocols shall be established between the organisation and staff, and staff are encouraged to provide feedback on the Health and Hygiene aspects of their duties.

Checklist Item	Y	N	n/a	Comment/Explanation
Has the organisation identified the needs for competency and training amongst its staff with regards to Health and Hygiene aspects?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has a Health and Hygiene competency checklist been made based on the various job descriptions within each department of the organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is awareness in Health and Hygiene aspects promoted amongst all staff in the organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are specific aspects of Health and Hygiene included in the staff induction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a training program in place to keep the staff up to date with the Health and Hygiene aspects of their particular job?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have the kitchen staff been specifically trained in the hygienic handling of food?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a supervision program in place to ensure that all staff members perform established Health and Hygiene procedures correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a communication procedure in place between clients, staff and suppliers with respect to Health and Hygiene aspects?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are staff members encouraged to give feedback on the scope and direction of the Health and Hygiene aspects of the organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are staff members trained to use PPE in accordance with the activities they are performing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Does the training include how to use PPE for routine cleaning as well as enhanced cleaning in case of confirmed or suspected infection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are training records available which demonstrate all staff are trained in how to use the PPE in accordance with the activities they are performing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

6.1.2 Sick/Isolation

The organisation shall ensure that all staff are trained in recognising signs of illness in visitors or other staff members and they know how to report this.

All staff shall be trained in isolation procedures and the use of PPE when in contact with a sick person or someone/something that has been in contact with a sick person.

Checklist Item	Y	N	n/a	Comment/Explanation
Are all staff trained in recognising signs of illness in visitors or other staff members and do they know where to report this?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are staff trained in patient isolation procedures as required by local legislation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are staff trained in the use of PPE when in contact with a contagious person, or something/someone that has been in contact with a contagious person?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

6.1.3 Emergency Response Teams

The organisation shall ensure there are established emergency response teams on every shift and that regular training is provided to these teams, including regular drills.

The position of a member on the emergency response team must be filled immediately if the position is vacated.

Checklist Item	Y	N	n/a	Comment/Explanation
Has the organisation established emergency response teams from amongst its staff members?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there regular training given to these emergency response teams?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
If a member of the emergency response team leaves the organisation, is his/her position filled immediately with a new team member?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there regular drills performed by the emergency response teams?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

6.2 Communication

The organisation shall ensure that communication is provided on Health and Hygiene with Visitors and Guests, Employees, Contractors and other stakeholders.

6.2.1 Visitors and Guests

The organisation shall ensure that there is regular communication with guests and visitors to provide up to date information regarding the health and hygiene procedures adopted for the property. There shall be appropriate signage (or other communication methods) throughout the property and at visitor touch points of the necessary restrictions (where applicable).

Guests and/or visitors shall have the opportunity to make suggestions regarding the health and hygiene practices at the property. All suggestions shall be followed up, actioned immediately and all results should be communicated to the person who provided feedback. A record of feedback and actions taken shall be kept.

Checklist Item	Y	N	n/a	Comment/Explanation
Is there regular communication with all guests and visitors to the property to provide up to date information regarding the procedures adopted for the property (e.g. email or text updates with links to information on the organisations website, phone calls etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there appropriate signage (or alternative communication methods) throughout the property at guest and/or visitor touch points to advise guests and/or visitors of the necessary restrictions (where applicable)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there appropriate signage throughout the property at guest and/or visitor touch points to advise guests and/or visitors of the cleaning, sanitisation and disinfection measures taken?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do visitors and/or guests have the opportunity to make suggestions regarding the Health and Hygiene program at the property?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Are suggestions followed up, actioned immediately and are results communicated to the visitor who made the suggestion?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is a record kept of visitors and/or guest complaints and the solutions carried out?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are guests sent information regarding the property's Health and Hygiene measures and procedures electronically before they arrive onsite (e.g. A booking confirmation email with links to information on the organisation's website etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there brochures or other forms of information provided to guests regarding Health and Hygiene measures and procedures during their stay upon check-in?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

6.2.2 Employees

The organisation shall provide employees with the opportunity to report their concerns on the health and hygiene program. Records of this feedback and actions taken shall be kept and results of the feedback shall be communicated to the employee.

Checklist Item	Y	N	n/a	Comment/Explanation
Do employees have the opportunity to report their concerns about the Health and Hygiene program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is a record kept of the employee's report or feedback and of the actions taken subsequently?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the results of the report or feedback communicated to the employee?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

6.2.3 Contractors

The organisation shall provide contractors with the opportunity to report their concerns on the health and hygiene program. Records of this feedback and actions taken shall be kept and results of the feedback shall be communicated to the contractor.

Checklist Item	Y	N	n/a	Comment/Explanation
Do contractors have the opportunity to report their concerns about the Health and Hygiene program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is a record kept of the contractors report or feedback and of the actions taken subsequently?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Are the results of the report or feedback communicated to the contractor?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are contractors sent information regarding the property's Health and Hygiene measures and procedures electronically before they arrive onsite?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there brochures or other forms of information provided to contractors regarding Health and Hygiene measures and procedures during their visit upon arrival?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

6.2.4 Other Stakeholders

The organisation shall communicate their health and hygiene procedures with external stakeholders, including the local community in proximity to the property.

The organisation shall have a procedure to notify the local community of an outbreak in disease or sickness that has the potential to negatively impact the local community, and the steps being undertaken to mitigate the impact.

External stakeholders shall be provided with the opportunity to report their concerns on the health and hygiene management system. Records of this feedback and actions taken shall be kept and results of the feedback shall be communicated to the stakeholder.

Checklist Item	Y	N	n/a	Comment/Explanation
Does the property keep a record of the communications made with external stakeholders regarding their health and hygiene procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the property keep a record of the communications made with local stakeholders in close proximity to the property regarding their health and hygiene procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the organisation have a procedure for notifying the local community of an outbreak in disease or sickness that has the potential to negatively impact the local community, and the steps being undertaken to mitigate the impact?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do contractors have the opportunity to report their concerns about the Health and Hygiene program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is a record kept of the contractors report or feedback and of the actions taken subsequently?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the results of the report or feedback communicated to the contractor?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

6.3 Health and Hygiene Program Evaluation

The organisation shall provide printed and digital copies of all procedures relating to health and hygiene protocols. The procedures shall include a plan for dealing with nonconformities as they arise.

The health and hygiene program shall be monitored by the Health and Hygiene Coordinator. Internal audits shall be conducted of the health and hygiene program where opportunities and deficiencies within the program can be identified.

The Health and Hygiene program shall be regularly reviewed and revised to ensure continuous improvement of the program.

Checklist Item	Y	N	n/a	Comment/Explanation
Is there a printed and digital Procedures Manual for the organisation's Health and Hygiene protocols?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Procedures Manual include a plan for dealing with nonconformities when they are identified?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the Health and Hygiene program registers and records accessible to Managers who need them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the program monitored by the Health and Hygiene Coordinator?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are internal audits conducted of the Health and Hygiene program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are opportunities and deficiencies within the program identified?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the organisations Senior Management / Senior Management Team committed to the organisation's Health and Hygiene program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the Health and Hygiene program reviewed and updated on a quarterly basis to ensure continual improvement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

7 AUTHORISATION

To complete your application for submission, please ensure all the information provided in your Self Assessment Checklist is reviewed and authorised by a member of the organisation’s Senior Management, e.g. CEO, Director, General Manager etc.

7.1 EarthSafe Coordinator Application:

I hereby verify that the information contained within this application is current and true and accurate, and if proved to be otherwise, assessment results may be withheld.

Name

Position

Signature

Date of Authorisation

7.2 Senior Management Authorisation

I hereby verify that the information contained within this application is current and true and accurate, and if proved to be otherwise, assessment results may be withheld.

Name

Position

Signature

Date of Authorisation

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EARTHCHECK

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EarthCheck is the world's leading scientific benchmarking, certification and advisory group for travel and tourism. Since 1987, we have helped businesses, communities and governments to deliver clean, safe, prosperous and healthy destinations for travellers to visit, live, work and play. We understand the value of big ideas and the importance of clear communication. We know that what can be good for the planet is also good for business.

