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**Turizem in z njim povezane storitve - Zahteve in smernice za zmanjšanje širjenja
bolezni covid-19 v turistični industriji (ISO PAS 5643:2021)**

Tourism and related services - Requirements and guidelines to reduce the spread of
Covid-19 in the tourism industry (ISO PAS 5643:2021)

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CEN**CWA 5643-1****WORKSHOP**

May 2021

AGREEMENT

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English version

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European foreword

The text of ISO/PAS 5643:2021 has been prepared by Technical Committee ISO/TC 228 "Tourism and related services" of the International Organization for Standardization (ISO) and has been taken over as CWA 5643-1:2021 by CEN Workshop EUROSAFETOUR "Response to COVID-19 - Health and safety protocols for tourism establishments and services" the secretariat of which is held by UNE.

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**Tourism and related services —
Requirements and guidelines to
reduce the spread of Covid-19 in the
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Foreword

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This document was prepared by Technical Committee ISO/TC 228, *Tourism and related services*.

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Introduction

Tourism is one of the fastest growing economic sectors in the world and a key driver of socio-economic progress. However, since the pandemic of COVID-19 started, caused by the SARS-CoV-2 coronavirus, the tourism sector has been seriously affected. According to UNWTO (2021), due to COVID-19, the world witnessed an unprecedented 73 % drop in international tourism recorded in 2020, a loss of 1,1 billion international tourists and a loss of US\$ 1,3 trillion in export revenues from tourism. Furthermore, 100 to 120 million jobs are currently effectively at risk.

With such an important impact on the economy, countries have seen the need to identify and implement measures that reduce the spread of the pandemic and recover tourism confidence to travel and to consume tourism services. In this regard, national, regional, public and private protocols with different approaches and scopes have been developed against COVID-19 worldwide, and it seems relevant and necessary to harmonize the measures to reduce the risk of contagion of SARS-CoV-2 in a single protocol, which provides a framework to the countries with the agreed minimum requirements and recommendations to consider during the time the risk of contagion exists.

This document specifies basic requirements and guidelines to prevent the spread of coronavirus in the tourism industry and is complementary to the existing national protocols. These measures will contribute to the recovery of the tourism sector and restore the confidence of travellers.

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Tourism and related services — Requirements and guidelines to reduce the spread of Covid-19 in the tourism industry

1 Scope

This document establishes requirements and recommendations for tourist organizations to prevent the spread of coronavirus SARS-CoV-2 in order to protect their employees' health from COVID-19 and to provide safer tourist services and products to tourists and residents.

NOTE This document does not address after-work practices of employees.

This document applies to the whole tourism value chain, including the following 20 subsectors:

- accommodation
- adventure tourism and ecotourism
- beaches
- catering services
- golf services
- medical and wellness spas
- mice tourism
- museums and heritage sites
- natural protected areas (NPAs)
- night leisure
- scuba diving
- ski areas
- theme and leisure parks
- tourist transport
- tourist guides
- tourist visits
- tourist information offices
- travel agencies
- unique public spaces
- yacht harbours and nautical activities

NOTE This includes water parks, animal parks (zoos, aquariums, wildlife refuges) and family entertainment centres.

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