PUBLICLY AVAILABLE SPECIFICATION

ISO/PAS 5643

First edition
2021-05

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

iTeh STANDARD PREVIEW
(standards.iteh.ai)

ISO/PRF PAS 5643
https://standards.iteh.ai/catalog/standards/sist/948a863d-b96a-47df-bf02-33ffe6771727/iso-prf-pas-5643

PROOF/ÉPREUVE

Reference number
ISO/PAS 5643:2021(E)

© ISO 2021

iTeh STANDARD PREVIEW
(standards.iteh.ai)

ISO/PRF PAS 5643
https://standards.iteh.ai/catalog/standards/sist/948a863d-b96a-47df-bf02-33ffe6771727/iso-prf-pas-5643

COPYRIGHT PROTECTED DOCUMENT

© ISO 2021

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

Page

Foreword ... **vi**
Introduction ... **vii**
1 Scope ... **1**
2 Normative references ... **2**
3 Terms and definitions ... **2**
4 COVID-19 risk management requirements ... **3**
4.1 General ... 3
4.1.1 General requirements ... 3
4.1.2 Legal requirements ... 3
4.2 COVID-19 risk management group ... 4
4.3 Contingency plan ... 4
4.4 General measures for the tourist organization ... 5
4.5 Staff ... 5
4.5.1 General requirements ... 5
4.5.2 Staff areas ... 6
4.6 Informative measures ... 6
4.7 Cleaning and disinfection requirements ... 7
4.8 Heating, ventilating and air conditioning (HVAC) ... 7
5 Specific requirements per tourist subsector ... **8**
5.1 Accommodation ... 8
5.1.1 General ... 8
5.1.2 Reception area and check-in service ... 9
5.1.3 Bedrooms ... 9
5.1.4 Holiday parks and campsites ... 9
5.1.5 Hostels ... 9
5.1.6 Hotels ... 9
5.1.7 Common areas ... 9
5.1.8 Cleaning and disinfection requirements for accommodation ... 10
5.2 Adventure tourism and ecotourism ... 11
5.2.1 General ... 11
5.2.2 Before the activity ... 11
5.2.3 During the activity ... 11
5.2.4 After the activity ... 11
5.3 Beaches ... 12
5.3.1 General ... 12
5.3.2 Beaches — Safe capacity ... 12
5.3.3 Access points ... 13
5.3.4 Security, lifesaving and first aid ... 13
5.3.5 Accessibility ... 13
5.3.6 Showers and foot-washers ... 13
5.3.7 Commercial activities ... 13
5.4 Catering services and restaurants ... 14
5.4.1 General requirements ... 14
5.4.2 Kitchen ... 14
5.4.3 Services ... 15
5.5 Golf services ... 17
5.5.1 General requirements ... 17
5.5.2 Before play ... 17
5.5.3 During play ... 17
5.5.4 Facilities ... 18
5.6 Medical and wellness spas ... 18
5.6.1 General ... 18

iTeh STANDARD PREVIEW
(standards.iteh.ai)
ISO/PRF PAS 5643
https://standards.iteh.ai/catalog/standards/sist/948a863d-b96a-47df-bf02-33ffe6771727/iso-prf-pas-5643

5.6.2 Waiting areas, consultation areas 19
5.6.3 Treatments 19
5.7 MICE (meetings, incentives, conferences and events) tourism 20
5.7.1 General 20
5.7.2 Activity planning 20
5.7.3 Preparing and holding the activity 21
5.8 Museums and heritage sites 23
5.8.1 General 23
5.8.2 Welcoming, information and communication 23
5.8.3 Booking and ticket sales 23
5.8.4 Guided visits 24
5.8.5 Facility requirements 24
5.9 Natural protected areas (NPAs) 24
5.9.1 General 24
5.9.2 Capacity control and safety distance in regard to the use of public facilities and services 25
5.9.3 Welcoming and receiving users 25
5.9.4 Booking and ticket sales 25
5.9.5 Visiting NPAs 26
5.10 Night leisure 26
5.10.1 General requirements 26
5.10.2 Box offices, access and admission 26
5.10.3 Bars and drinks-dispensing services 26
5.10.4 Booking and special celebrations 27
5.11 Scuba diving 27
5.11.1 General 27
5.11.2 General requirements 27
5.11.3 Equipment considerations 28
5.11.4 Compressors 29
5.11.5 Diving activity 29
5.12 Ski areas 30
5.12.1 General requirements 30
5.12.2 User access and reception 30
5.12.3 Ski area 30
5.12.4 Rental of equipment and materials 30
5.12.5 Ski events and championships 31
5.12.6 Ski school 31
5.12.7 Kindergarten or snow garden 31
5.13 Theme and leisure parks 31
5.13.1 General requirements 31
5.13.2 User access and reception area 32
5.13.3 Performances and shows 32
5.13.4 Rides and entertainment facilities 32
5.14 Tourist transport 33
5.14.1 General 33
5.14.2 Reservation or booking 33
5.14.3 Terminals or offices 33
5.14.4 Requirements for vehicles 33
5.14.5 Rent-a-car 34
5.15 Tourist guides 34
5.15.1 General 34
5.15.2 Design of the visit or activities 34
5.15.3 Coordination of the tourist guide with other tourist service providers 35
5.15.4 Information and communication 35
5.15.5 Guided tours 35
5.16 Tourist visits 35
5.16.1 General 35
5.16.2 Design of tourist visits and related activities 36

iTeh STANDARD PREVIEW
(standards.iteh.ai)
ISO/PRF PAS 5643
https://standards.iteh.ai/catalog/standards/sist/948a863d-b96a-47df-bf02-33ffe6771727/iso-prf-pas-5643

 © ISO 2021 – All rights reserved

5.16.3 Welcome at the site ... 36
5.16.4 Visits ... 36
5.17 Tourist information offices ... 37
5.18 Travel agencies ... 37
5.19 Unique public spaces ... 38
5.20 Yacht harbours and nautical activities ... 38
5.20.1 General ... 38
5.20.2 User service at offices ... 38
5.20.3 Operational activities ... 39
5.20.4 Common areas ... 39
5.20.5 Craft moorings ... 39
5.20.6 Rental of boats, ships, floating craft and complementary items ... 39
5.20.7 Complementary activities ... 39
5.20.8 Nautical sports schools and nautical activities ... 39

6 Ancilliary services and facilities to all subsectors ... 40
6.1 General ... 40
6.2 Common toilet facilities (including portable toilets), dressing rooms and lockers ... 40
6.3 Gyms ... 41
6.4 Swimming pools ... 41
6.5 Valet service ... 42
6.6 Children's play areas, sports activities and other recreational activities ... 42
6.7 Entertainment activities ... 42
6.8 Shopping areas ... 42
6.9 Lifts ... 42

Annex A (informative) **Face masks ... 43**

Annex B (informative) **Accessibility considerations for the contingency plan design ... 45**

Bibliography ... 47

iTeh STANDARD PREVIEW
(standards.iteh.ai)
ISO/PRF PAS 5643
https://standards.iteh.ai/catalog/standards/sist/948a863d-b96a-47df-bf02-33ffe6771727/iso-prf-pas-5643

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

iTeh STANDARD PREVIEW
(standards.iteh.ai)

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

ISO/PRF PAS 5643

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

 © ISO 2021 – All rights reserved

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 billon 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.

iTeh STANDARD PREVIEW
(standards.iteh.ai)

ISO/PRF PAS 5643
https://standards.iteh.ai/catalog/standards/sist/948a863d-b96a-47df-bf02-33ffe6771727/iso-prf-pas-5643

iTeh STANDARD PREVIEW
(standards.iteh.ai)

ISO/PRF PAS 5643
https://standards.iteh.ai/catalog/standards/sist/948a863d-b96a-47df-bf02-33ffe6771727/iso-prf-pas-5643

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

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

— tourist transport

— tourist guides

— tourist visits

— tourist information offices

— travel agencies

— unique public spaces

— yacht harbours and nautical activities

iTeh STANDARD PREVIEW
(standards.iteh.ai)
ISO/PRF PAS 5643
https://standards.iteh.ai/catalog/standards/sist/948a863d-b96a-47df-bf02-33ffe6771727/iso-prf-pas-5643

Each tourist organization is expected to conform only to those measures that apply to the services that it offers, including the core requirements established in Clause 4, the relevant applicable subclause in Clause 5 and the relevant applicable ancillary services and facilities in Clause 6.

NOTE The term tourist organization applies for all 20 subsectors.

2 Normative references

There are not normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at http://www.electropedia.org/

3.1
contingency plan
set of measures and actions for responding to the COVID-19 pandemic

3.2
COVID-19
infectious disease caused by coronavirus SARS-CoV-2, whose most common symptoms are fever, dry cough and tiredness

iTeh STANDARD PREVIEW
(standards.iteh.ai)
ISO/PRF PAS 5643
https://standards.iteh.ai/catalog/standards/sist/948a863d-b96a-47df-bf02-33ffe6771727/iso-prf-pas-5643

3.3
customer
user
tourist
visitor
guest
person who uses the different facilities and services provided by a tourist organization

3.4
risk
possibility of a person becoming infected with coronavirus SARS-CoV-2

3.5
risk management
coordinated activities to direct and control an organization with regard to risk

[SOURCE: ISO 31000:2018, 3.2]

3.6
safe capacity
maximum capacity at a facility (e.g. restaurant) or service (e.g. tour, activity) that allows people to keep a safe distance, reducing the risk of contagion by the emission of aerosols and droplets

Note 1 to entry: The applicable legal framework can determine the safe capacity. The tourist organization can also determine the safe capacity without exceeding the maximum specified by the legal framework, or when the legal framework does not determine it.

 © ISO 2021 – All rights reserved

3.7
safe conditions
situation in which the measures to minimize the risk of contagion of COVID-19 are observed

EXAMPLE Keeping a safe distance, using a face mask, performing disinfection tasks.

3.8
safety distance
measure to reduce the risk of transmission of the coronavirus SARS-CoV-2, minimizing exposure by keeping a minimum separation between two people

Note 1 to entry: The World Health Organization (WHO) has established the minimum safety distance as 1 m at the time of publication of this document. Most governments have established a safety distance of between 1 m and 2 m.

Note 2 to entry: Countries with no specific regulations on safety distance can follow the WHO's recommendations.

3.9
SARS-CoV-2
virus that causes COVID-19 illness

3.10
tourist organization
provider offering tourism services and products

EXAMPLE Company, contractor, destination management organization, foundation, self-employed person, government body.

iTeh STANDARD PREVIEW
(standards.iteh.ai)

4 COVID-19 risk management requirements

ISO/PRF PAS 5643
https://standards.iteh.ai/catalog/standards/sist/948a863d-b96a-47df-bf02-33ffe6771727/iso-prf-pas-5643

4.1 General

4.1.1 General requirements

The tourist organization shall commit to risk management and the systematic implementation of measures to minimize risk. The tourist organization shall:

a) set up a risk management group (4.2);

b) perform a risk assessment on SARS-CoV-2 infection;

c) draw up a plan of health and safety measures (contingency plan), based on the findings of the risk assessment, to reduce the risk of SARS-CoV-2 infection.

4.1.2 Legal requirements

The tourist organization shall:

a) identify the legal requirements applicable to the services offered in the context of SARS-CoV-2 (e.g. use of face mask by staff, visitors or both);

b) determine how these requirements apply to the services offered;

c) ensure that these applicable legal requirements are taken into account when offering its services.

NOTE Data protection regulation is relevant when collecting and sharing information provided by the tourist (e.g. visitors' health information such as temperature).

© ISO 2021 – All rights reserved

4.2 COVID-19 risk management group

The risk management group, which shall include employees' representatives, shall be responsible for defining strategies and decision-making to minimize the risk of contagion of SARS-CoV-2.

In small tourist organizations this risk management group can be an individual (e.g. owner, manager) responsible for the definition and implementation of health and safety measures according to the risk assessment. This person shall in any case consider employees' advice.

Furthermore, the COVID-19 risk management group shall do the following:

a) Establish mechanisms for gathering information to make the best decisions (e.g. consult authorities, employees, specialists) and to coordinate the group [among its members and with authorities, external service providers, occupational risk prevention (ORP) responsible persons].

b) Ensure that the risk assessment is performed, considering the identification, analysis and evaluation of the activities or facilities where the virus is more likely to be spread, as well as considering the different transmission modes (aerosols, drops and contact), the characteristics of the venue (e.g. indoors, outdoors) and the services provided.

   The risk of contagion increases when one or several of the following factors take place:

   — the safety distance is not respected;

   — the space is enclosed, with no ventilation or poor ventilation;

   — the time of exposure is long (>15 min);

   — the humidity percentage is under 40 %;

   — no face mask is used (either by the personnel, visitors or both).

iTeh STANDARD PREVIEW
(standards.iteh.ai)
ISO/PRF PAS 5643
https://standards.iteh.ai/catalog/standards/sist/828a962b-b196-4f61-b8a2-32fe6771727/iso-prf-pas-5643

c) Design a contingency plan (4.3) according to the risk assessment results, with health and safety measures for both visitors and personnel.

Given the evolving nature of the disease, the COVID-19 risk management group shall refer to new research results and additional necessary measures that will possibly be defined or published in the future, including those the competent authorities will possibly impose.

4.3 Contingency plan

The contingency plan shall include at least the following:

a) The health and safety measures to be implemented in order to reduce the spread of SARS-CoV-2 and to protect both visitors and personnel, considering also the needs of people with any type of disability (see recommendations given in Annex B) as well as vulnerable employees. These measures shall be part of a comprehensive approach which considers, for example, the use of face masks and other protective barriers, the redesign of services, the reduction of capacity in enclosed spaces, hand hygiene, cleaning and disinfection activities. Specifically, the use of face masks (see additional information in Annex A) as well as the provision of hand sanitizer in places with higher risk of infection shall be determined in accordance with the risk assessment results.

b) The assignment of responsibilities to implement those measures and monitor their compliance, as well as the allocation of material resources (e.g. face masks, physical barriers, shields or screens, hand sanitiser), considering any possible restriction and service limitations. If a lack of material resources is detected, the risk management group shall analyse the situation and take alternative effective action.

c) A protocol in the event that an employee or user shows symptoms compatible with COVID-19 during the service (e.g. guided tour) or inside the tourist facilities (e.g. at a campsite). This protocol shall follow the advice of the competent authorities, if applicable.

 © ISO 2021 – All rights reserved

The contingency plan shall be monitored to assess whether it is effective and modified if necessary.

4.4 General measures for the tourist organization

The tourist organization shall do the following:

a) Plan tasks and work processes to guarantee the safety distance. Safety distance shall be respected in all activities and therefore the tourist organization shall control occupancy levels when necessary. If this is not possible, other health and safety measures shall be ensured (e.g. use of physical barriers or face masks).

b) Establish rules for the use of facilities and common spaces (e.g. in lifts, dining rooms, lobbies and common areas, canteens, dressing rooms, permanent and/or temporary toilets); if employees work in shifts, these should be planned whenever possible so that the same employees are always in the same shift groups.

c) Provide health and safety guidelines with comprehensive, clear and legible information on health and safety measures to apply in the workplace, before, during and after work. Posters can support these guidelines.

d) Facilitate hand washing with soap and water or, if this is not possible, the use of hand sanitiser, and provide adequate face masks for its use according to the risk assessment results.

NOTE Additional information on how to wash hands can be found at: https://www.who.int/gpsc/5may/How_To_HandWash_Poster.pdf?ua=1

iTeh STANDARD PREVIEW
(standards.iteh.ai)

e) Train the staff in the correct use and maintenance of the protective equipment they use. These training activities shall be registered.

f) Encourage staff and external services providers to conform to the contingency plan and ensure that they respect the safety measures.

ISO/PRF PAS 5643
https://standards.iteh.ai/catalog/standards/sist/948a863d-b96a-47df-bf02-
a1ba7a1a2f/iso-prf-pas-5643

g) Determine the protocol for dealing with visitors who do not conform to the health and safety measures.

h) Have available the contact details of healthcare centres (public and private, when applicable).

i) Promote contactless payment (e.g. cards, mobiles), avoiding, as far as possible, the use of cash. Cards should only be touched by the user.

j) Use electronic and online channels to provide information (website, social media, electronic signs). If leaflets, written information or maps are provided, these shall be provided in a safe way and for individual use. There shall be a non-manual bagged waste bin.

4.5 Staff

4.5.1 General requirements

Staff shall know their specific responsibilities within the contingency plan, shall respect the health and safety measures defined in the contingency plan and shall:

a) Respect safety distance and avoid physical contact, including shaking hands, whenever possible. Cleaning and disinfection staff should not work in areas while visitors or other staff are in, except when due to the operation of the service this is not possible (e.g. continuous cleaning and disinfection in a theme and leisure park, table cleaning and disinfection at a restaurant while customers are sitting).

b) Wash their hands thoroughly after sneezing, blowing their nose or coughing, or touching potentially contaminated surfaces (e.g. cash, menus). Throw away any personal hygiene waste, especially tissues, as well as face masks (when applicable) in non-manual waste bins or containers. After each cleaning and disinfection session, they shall safely dispose of the materials and protective

equipment used and then wash their hands. Where possible, buckets with lids shall be provided for disposal and subsequent waste management.

c) Disinfect personal objects (e.g. glasses, mobile phones) throughout the day with soap and water when feasible, and with a hand sanitiser when not available. Specific products applied with a cloth or special disinfectant wipes can be used to disinfect electronic equipment.

d) Not share other employees' work equipment or devices, as a general rule. If certain equipment or devices are shared, the tourist organization shall establish cleaning and disinfection guidelines between uses.

e) Use appropriate face masks (see information in Annex A) and gloves (only for cleaning and disinfection staff). Gloves should only be used for cleaning and disinfection activities, or to treat or care for people infected.

NOTE Additional information on the use of gloves can be found at: https://www.who.int/gpsc/5may/Glove_Use_Information_Leaflet.pdf

f) Remove work clothes and store them in a bag at the end of the working day (only for catering services staff and cleaning and disinfection staff).

Work clothes should be washed (>60 °C) and/or disinfected with a suitable product daily.

4.5.2 Staff areas

The use of dining rooms, rest rooms, dressing rooms and canteens (if any) shall be regulated as follows:

iTeh STANDARD PREVIEW
(standards.iteh.ai)

a) establish a safe capacity so as to maintain the safety distance, as well as hygiene conditions, during their use;

b) reinforce ventilation as well as cleaning and disinfection activities according to the use of these areas.

ISO/PRF PAS 5643
https://standards.iteh.ai/catalog/standards/sist/948a863d-b96a-47df-bf02-33ffe6771727/iso-prf-pas-5643

To ensure this, the following measures can be taken:

— Increasing the number of meal shifts, breaks or both, or alternating breaks so that as few people as possible are in the area at the same time. This can involve the temporary adjustment of the length or distribution of breaks.

— Putting up signs reminding staff to wash their hands before and after pressing the buttons on vending and coffee machines, if any.

— Not sharing kitchen utensils or tableware items.

— Installing lockers.

4.6 Informative measures

The tourist organization shall communicate to employees, external service providers and visitors the health and safety measures of the contingency plan that they shall follow. This information should be presented in an accessible way for people with disabilities (see Annex B and ISO 21902[1]).

The tourist organization shall communicate to visitors the service conditions, restrictions (e.g. services not available) and measures established to reduce the risk of contagion when the tourist services and products are commercialized [e.g. through mail, website, online travel agencies (OTA) platforms] for their acceptance before booking confirmation. Specifically, the tourist organization shall inform visitors that they shall abstain from entering the facility or using the service if they have symptoms compatible with COVID-19 or if they have been in close contact with anyone with COVID-19 in the last 14 days.

1) Under preparation. Stage at the time of publication: ISO/FDIS 21902.

 © ISO 2021 – All rights reserved

The tourist organization shall communicate its policies regarding visitors who do not conform to the health and safety measures in place.

Providing information about the applicable measures through signposting can be helpful. This should be in at least one foreign language, taking into account the country or countries of origin of the visitors.

4.7 Cleaning and disinfection requirements

The tourist organization shall adapt its cleaning and disinfection plan as follows:

a) Increase the frequency of cleaning, wiping and disinfecting, especially in areas with greater contact [surfaces, doorknobs, washbasins, taps, handles, lifts, reception desk or counter doors, room keys or cards, telephones, remote controls, permanent and temporary toilet flushes, seats and covers, protection barriers, shields or screens, dryers, clocking-in systems, gym machines, railings, room service menus, minibars, hangers, hand sanitizers for common use, vending machines, functional elements, point of sale (POS), kitchen appliances, lockers].

b) Clean paper, gel and soap dispensers periodically, depending on the level of use.

c) Disinfect work areas (e.g. reception counter) at the end of each shift, if applicable, and at least daily.

d) Ventilate all common areas for users at least every day and as frequently as possible.

e) Use disinfectants and cleaning products in accordance with the suppliers' safety instructions. All disinfectants used shall be proven to be effective and should be environmentally friendly when possible, taking into account their use in natural spaces, such as beaches or natural protected areas.

iTeh STANDARD PREVIEW
(standards.iteh.ai)

NOTE Where the tourist organization prepares the disinfectant solution, the following procedure can be followed: chlorine concentration 1 g/l, prepared with a 1:50 dilution of bleach concentrated at 40 g/l to 50 g/l. 70 % ethanol or 0,5 % hydrogen peroxide solutions are also effective over one minute, and other approved and proven alternative methods can also be used.

ISO/PRF PAS 5643
https://standards.iteh.ai/catalog/standards/sist/948a863d-b96a-47df-bf02-33fec0771727/iso-prf-pas-5643

The tourist organization shall ensure the following:

— The collection of public area waste bins under safe conditions so that the bags can be closed or sealed and transferred to the waste collection point.

— The inclusion, if applicable, of the tourist organization's own transport (e.g. vans, cars, motorcycles or other vehicles) in the cleaning and disinfection plan. This plan shall cover the interior of the vehicle (i.e. the facilities of higher contact), motorcycle top boxes and so on. Similarly, all transport elements (e.g. isothermal boxes and bags, backpacks, carts, helmets) shall be properly cleaned and disinfected. If the vehicle is used to transport tourists it shall be disinfected at the end of the service, and daily for multi-day services.

— The disinfection of the dining room equipment for visitors after each use.

— The disinfection of the user voice reception systems (e.g. headphones, whispers) and headsets that are not single-use at the end of the service and, in any case, before being used by another person.

— A complete cleaning, disinfection and pumping of the temporary toilets at the beginning of the day.

— The equipment used for cleaning and disinfection is well cleaned and disinfected after each use.

— Daily cleanings and disinfections are registered.

4.8 Heating, ventilating and air conditioning (HVAC)

The tourist organization shall conform to the following:

a) Use natural ventilation and open windows, if possible and safe.

© ISO 2021 – All rights reserved