

EXTERNAL COMMUNICATION

May 5, 2020

Gearing up - Post Covid 19

Proposed Operations Guidelines

As we enter Week 6 of the lockdown, the Government of India has lifted certain restrictions in the country, and as things improve in our fight against COVID 19, we need to start planning for the resumption of operations. We have created a new set of SOP's for the changes that we will need to implement as soon as the government lifts the embargo on international flights. This will remain work-in-progress as it will need to be refined based on government decisions and feedback from our partners.

I. ARRIVAL

a. Vehicle and driver / helper checks

- a. Vehicle will be sanitized before every assignment using a disinfectant cleaner
- b. Drivers / helpers will wear masks and gloves at all times.
- c. Drivers / helpers will undergo thermal screening before every new assignment at our services office.
- d. Seating capacity of vehicles may be redefined based on government directives.

b. Arrival process – At airports and railway stations

For Individual Travelers

- i. Our representatives will undergo thermal screening before proceeding for any of the assignments and will be taken off the roster in case they are running a high fever
- ii. Clients to be met in the designated area. They will be welcomed with a “Namaste” and will not be offered a handshake.
- iii. Our representatives will wear masks and gloves for handling baggage.
- iv. Tying of ‘Moli’, which is a traditional way of welcoming guests at the first port of arrival, will be suspended for the interim, but may be started later when it is considered safe to do so.
- v. No cold / hot towels will be offered and only wet tissues will be provided.
- vi. Baggage loading to be done in the vehicle by the driver / helper wearing gloves.
- vii. Document kits to be discontinued and only e-documents to be used.
- viii. Amenities kit will include a hand sanitizer, face mask and gloves.
- ix. Check- in process at the hotel as per hotel guidelines
- x. Baggage screening / handling and bell desk activity as per hotels guidelines.

Groups

- a. Guides to undergo thermal screening before every assignment and taken off duty in case they present any symptoms.
- b. Assigned guide to receive the guests at the airport arrival hall.
- c. Amenities kit will include hand sanitizer, face mask and latex gloves
- d. Guests to be welcomed with a “Namaste”, and no handshakes will be offered.
- e. Guides to wear face masks.
- f. Tying of ‘Moli’, which is a traditional way of welcoming guests at the first port of arrival, will be suspended for the interim, but may be started when it is considered safe to do so
- g. No cold / hot towels to be used and only wet tissues to be provided.
- h. Driver/helper to wear gloves and masks while loading baggage.
- i. Document kits to be discontinued and only e-documents to be used.
- j. Check-in process - separate check-in for the group to be worked out with the hotels to ensure smooth dispersal from the lobby.
- k. Baggage screening / handling and bell desk activity as per hotels guidelines.

Assumptions

- All public places (airports and rail stations) and assisting staff (porters etc.) therein shall be governed by the government regulations for prevention of COVID 19.
- The above changes may increase the time taken for transfers as guests and bags may have to undergo additional screening /sanitization at airports.

II. HOTELS, RESTAURANTS AND HIGHWAY CONVENIENCE STOPS

We expect that the government will soon issue guidelines for hotels and restaurants to ensure the safety of guests travelling to India. We will share the same with you as soon as it is announced. Some of the aspects that we expect the government to cover in its guidelines are listed below:

- a. General sanitisation process of the hotel building specially the public areas and guest rooms
- b. Staff screening process
- c. Guest screening at the hotel
- d. List of amenities in the room and disposal process of leftover amenities.
- e. Baggage screening and handling process
- f. Check-in/check out process.
- g. Restaurants / public area layout, buffet plans
- h. Kitchen hygiene and sourcing
- i. Laundry and linen management.

III. SPECIAL EVENTS / GALA DINNERS

a. Hotel venues

We expect the government shall be announcing guidelines on the number of guests who will be permitted at banquets etc. and will share the same with you

b. Non hotel venues

We expect the government to announce guidelines that will cover the following and will share the same with you as soon as they are announced.

- a. General sanitization process of the venue especially, public areas and guest rooms.

- b. Staff screening process
- c. Screening of artists / performers
- d. Guest screening at the venue
- e. List of amenities in the public areas and disposal process of leftover amenities.
- f. Event layout, buffet plans
- g. Kitchen hygiene and sourcing
- h. Laundry and linen management
- i. Cutlery and cleaning process

IV. SIGHTSEEING AND ROUND TRIPS

- a. Rickshaw rides / tuk-tuk rides - we shall source rickshaws and tuk-tuks only from vendors who follow our hygiene guidelines for drivers and machines.
- b. We would recommend that clients use masks, hand gloves and tour guide audio systems (headphones to listen to the guides commentary while sightseeing).
- c. Experiences such as Walking/Food tours – To be undertaken based on the government directives / guidelines on general movement of people in these areas. Masks, gloves and tour guide audio systems are recommended.
- d. Government is expected to release guidelines limiting the number of guests who can visit monuments at a given point of time. We shall share the same with you once we receive them.
- e. As far as visits / walks in the market, shopping etc., our guides will be able to recommend the places which would be safe for the guests to visit. We would recommend usage of masks, gloves and tour guide audio system during such visits.

V. DEPARTURE

Departure process for FITs and Groups – Airports and Railway stations

- a. Pickup times to be pushed forward by 30 – 60 minutes for FIT and by 60-90 minutes for groups (based on airport regulations in each city)
- b. Our representative /driver/helper to undergo thermal screening before proceeding for any of the assignments and to be taken off roaster in case of any symptom. All to wear masks.
- c. Clients to be met at the designated area in the hotel. To be greeted with a “Namaste”, and not with a handshake.
- d. Our representative to use gloves for handling baggage.
- e. E-Tickets to be given to the clients. No prints to be taken.
- f. Baggage loading to be done in the vehicle by the driver / helper wearing gloves and masks.

Note:

- All public places (airports and rail stations) and assisting staff (porters etc.) therein shall be governed by the government regulations for prevention of COVID 19.
- The above changes may increase the time taken for transfers as guests and bags may have to undergo additional screening /sanitization at airports.

This is a working document as there are many moving parts at present. We will revise this document based on new inputs, government directions as well as your thoughts and ideas.

For any further information please contact your relationship manager.