

## INDIA

### THE FIRST GUEST

On 23 March 2021, Sita India welcomed her first international guest at the Delhi International Airport. It was the moment we had been preparing for and when the time came, we were ready. The Delhi Logistics team followed all organisation protocols and government guidelines to ensure 100% safe and sanitised arrangements.

Here is a peek at how we prepared to greet our first guest after more than one year.

- **Training:** The Training and Quality team trained all involved staff thoroughly on Standard Operating Procedures, Covid guidelines, and relevant government directives.
- **Screening:** Duty Officers, driver, and Customer Service Executive (CSE) went through thermal screening at the time of reporting to the office and proceeded for assignment after being cleared.
- **Shielding:** Airport Duty Officer and CSE wore disposable masks and gloves at all times.
- **Sanitising:** Outsourced sanitisation staff conducted a thorough and proper sanitisation of the vehicle with disinfectant cleaner meeting international guidelines. Sanitisation staff wore PPE kits at all times when they were in contact with the vehicle. The vehicle was cleaned and sanitised every day before reporting for duty between 23 – 27 March 2021.
- **Greeting:** Airport Duty Manager greeted the guest with a 'Namaste' while following proper social distancing protocols at a pre-designated area. We have temporarily discontinued the sacred 'Mauli' thread tying.
- **Baggage Handling:** The driver loaded the luggage at the parking lot following all social distancing and sanitisation protocols.
- **Documents and Welcome Kit:** No physical documents were given to the guest. However, we forwarded all necessary e-documents to respective vendors to confirm services. We provided disposable masks, gloves, and hand sanitizer in the vehicle.
- **Hotel Check-In:** The hotel followed the stipulated guidelines to check in the guest.

You can follow us on Sita India's [Facebook](#), [Twitter](#), [Instagram](#) and other social media handles to view posts on the above steps.

These measures are all part of our Health & Safety Protocol Document that continues to evolve based on latest directives from the government and World Health Organisation.

### IN OTHER NEWS

On 28 and 29 March, India celebrated the Festival of Colours, Holi. It is one of the most important festivals of North India. Associated with Lord Krishna and his consort Radha, Holi is a big part of the cultural tradition of the people of Mathura and Vrindavan. Here, the people have extended celebrations with unique customs like the Lathmar Holi where the women beat the men with sticks!

In Shantiniketan, Rabindranath Tagore's university town in West Bengal, the students and teachers celebrate the occasion by playing with flowers and dry coloured powders. They sing the songs written by the Nobel Laureate and dance to their tunes.

Holi gave an additional cause for celebration as it fell on a Monday creating a long weekend ideal for taking short vacations. Goa emerged as the top choice and most booked destination for domestic travellers according to data shared by online travel portal booking.com. Travellers also headed for the hills on the long weekend as per the figures with Lansdowne, Mussoorie, Kasauli, Shimla, and Nainital being totally sold out.

### A NEED FOR CAUTION

While it is important to revive tourism, it is also important to not let our guards down. We must remain vigilant and follow the safety and sanitisation protocols thoroughly. We need to maintain social distancing, wear masks, and sanitise our hands just as before. The vaccine roll out is also well on its way with the total number of vaccinated citizens standing at 6,30,54,353 as on 0800 hours 31 March 2021.

For latest statistics and vaccination status, please [click here](#).