



Health & Safety Protocol Document

Version 5 / January 2022





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Safe Travel Certified

Travel Corporation India received World Travel Trade Council's SafeTravels Stamp in October 2020. The SafeTravels Stamp was created for travellers to recognise destinations and businesses around the world which have adopted the SafeTravels health and hygiene global standardised protocols.

The protocols align the private sector behind common standards to ensure the safety of its workforce and travellers as the sector shifts to a new normal.

The protocols take into account current World Health Organization (WHO) and Centre for Disease Control and Prevention (CDC) guidelines, they are living documents which will be updated as new information becomes available about COVID-19.

Work Place Health and Safety

Key steps taken are:

- Achieved operational readiness for reopening by ensuring work place facility is fully clean, disinfected and equipped with a blueprint for maintaining safe conditions.
- Implemented protocols and guidelines for staff health, including health checks for staff. Communicated a stay-home policy for anyone displaying any symptoms as per government guidelines.
- Implemented protocols to minimise physical contact. Implemented plans for a safe work environment to help protect employees and clients from risks of COVID-19, exposure and transmission.

Workplace guidelines are:

- Allowing only fully vaccinated employees and visitors in office
- Thermal screening for employees and visitors; if anyone records a temperature of 37.4oC (99.3oF) or above, he/she is to be immediately removed and referred for further examination.
- Wearing masks to protect both the mask wearer and others
- Enhanced sanitation procedure; sanitizing more frequently, using products and disinfectants that meet effectiveness against Covid-19. Special attention to high-touch surfaces, providing hand sanitizer in public areas throughout facilities.
- Reinforcing hand hygiene for employees, suppliers and customers
- Encouraging physical distancing by ensuring signages for proper separation in common areas, discouraging congregation in crowded areas, reconfiguring public spaces, limiting the number of employees in various areas.
- Educating employees and suppliers on Covid appropriate behavior and important updates
- Creatively limiting employee physical contact with customers where practical while still delivering superior service
- Adopting contactless technologies or procedures, to further promote safe experiences

PROTOCOLS

1. Arrival

A. Airport Transfers/Travel Options

1. Greet the guests saying 'Namaste' with a smile.
2. Baggage loading in the vehicle by the driver / helper wearing gloves
3. Baggage to be sanitized using a disinfectant cleaner and handled as per Covid safe handling procedure
4. Drivers/ helpers to use Aarogya Setu mobile application to bolster the efforts to fight the Covid-19 pandemic, as mandated by the government
5. All vehicles to be thoroughly disinfected prior to boarding of guests
6. High touch areas (door handles, seats, seat backs, steering wheel, power window buttons, door locks, windows, screens etc.) to be sprayed with disinfectant surface cleaner regularly
7. Hand sanitizer dispenser and masks to be kept available in every vehicle
8. Cleaning of interiors of air ducts on weekly basis
9. Drivers / helpers to undergo thermal screening before each very new assignment at services office
10. Drivers to be trained on Covid guidelines & relevant government directives
11. Cars, coaches or any other vehicles transporting guests to adhere to MoH recommended guidelines

B. Arrival process – At airports and railway stations

For Individual Travellers

1. Customer Service Executives to undergo thermal screening before proceeding for any of the assignments and to be taken off the roster in case they present any symptoms.
2. Guests will be met in the designated area. Guests to be welcomed with a "Namaste", and no handshakes to be offered. Tying of 'Mouli' to be suspended for the interim, and restarted later when it is considered safe to do so.
3. Customer Service Executives to wear face masks and gloves and handle baggage as per Covid Guidelines and maintain safe physical distance at all times.
4. CSEs to use Aarogya Setu mobile application to bolster the efforts to fight the Covid-19 pandemic, as mandated by the government.
5. Cold / hot towels to be discontinued and wet tissues to be provided.
6. Document kits to be discontinued and replaced by e-documents.
7. Amenities kit in the vehicle to include a hand sanitizer and face mask
8. Check-in process at the hotel as per hotel guidelines.
9. Baggage screening / handling and bell desk activity as per hotels guidelines

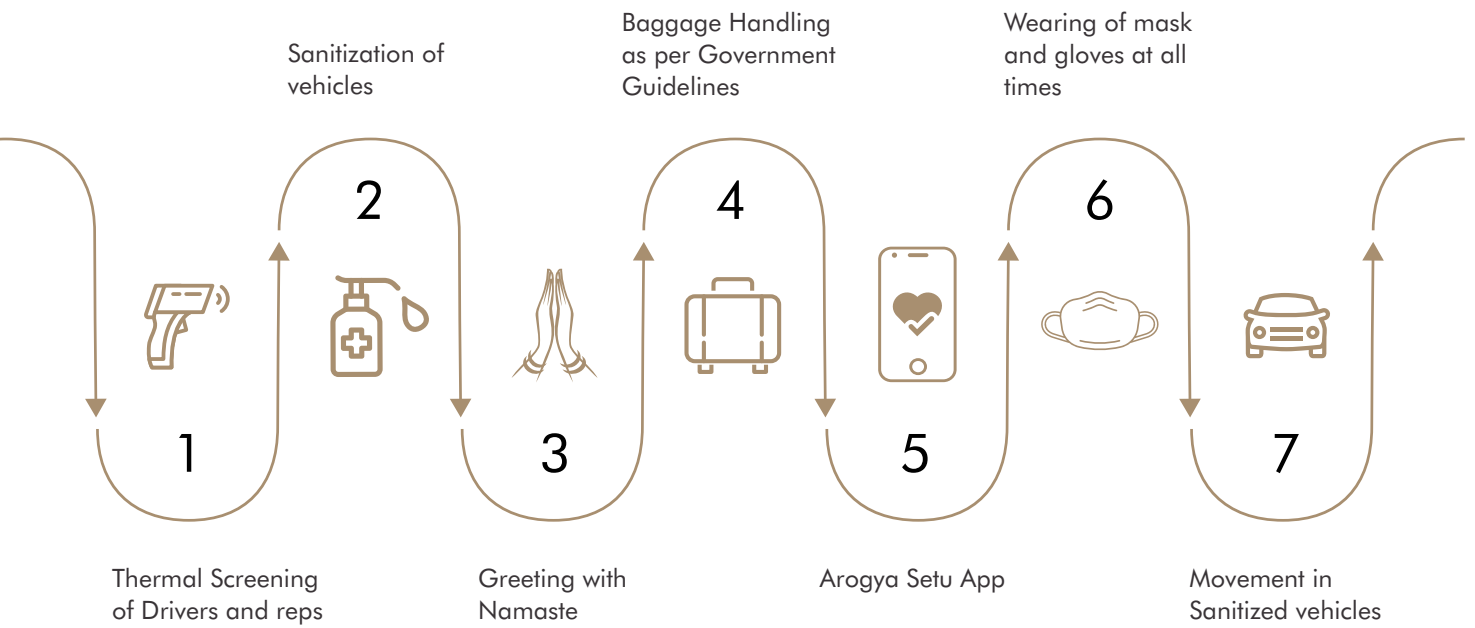
For Group Travellers

1. Guides to undergo thermal screening before every assignment and to be taken off duty in case they present any symptoms.
2. Assigned guide to receive guests at the airport arrival hall and maintain safe physical distance at all times.
3. Amenities kit in vehicle to include hand sanitizer adequate stock of face masks
4. Guests to be welcomed with a "Namaste", and no handshakes to be offered. Tying of 'Mouli', will be suspended in the interim, but may be restarted when it is considered safe
5. Guides to wear face masks at all times.
6. Cold / hot towels to be discontinued and wet tissues to be provided. Driver / helper to wear gloves and masks while loading baggage as per Covid-19 procedures .
7. Document kits to be discontinued and replaced by e-documents.
8. Guides to use Aarogya Setu mobile application to bolster the efforts to fight the Covid-19 pandemic, as mandated by the government
9. Check-in process at the hotel as per hotel guidelines.
10. Baggage screening / handling and bell desk activity as per hotels guidelines
11. Assumptions
All public spaces, airports, railway stations and support services are required to adhere to Government's Standard Operating Procedures (SOPs) on preventive measures for Covid-19.

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 updated travel regulations may require more time to airport for any extra health and safety checks.

1. Arrival

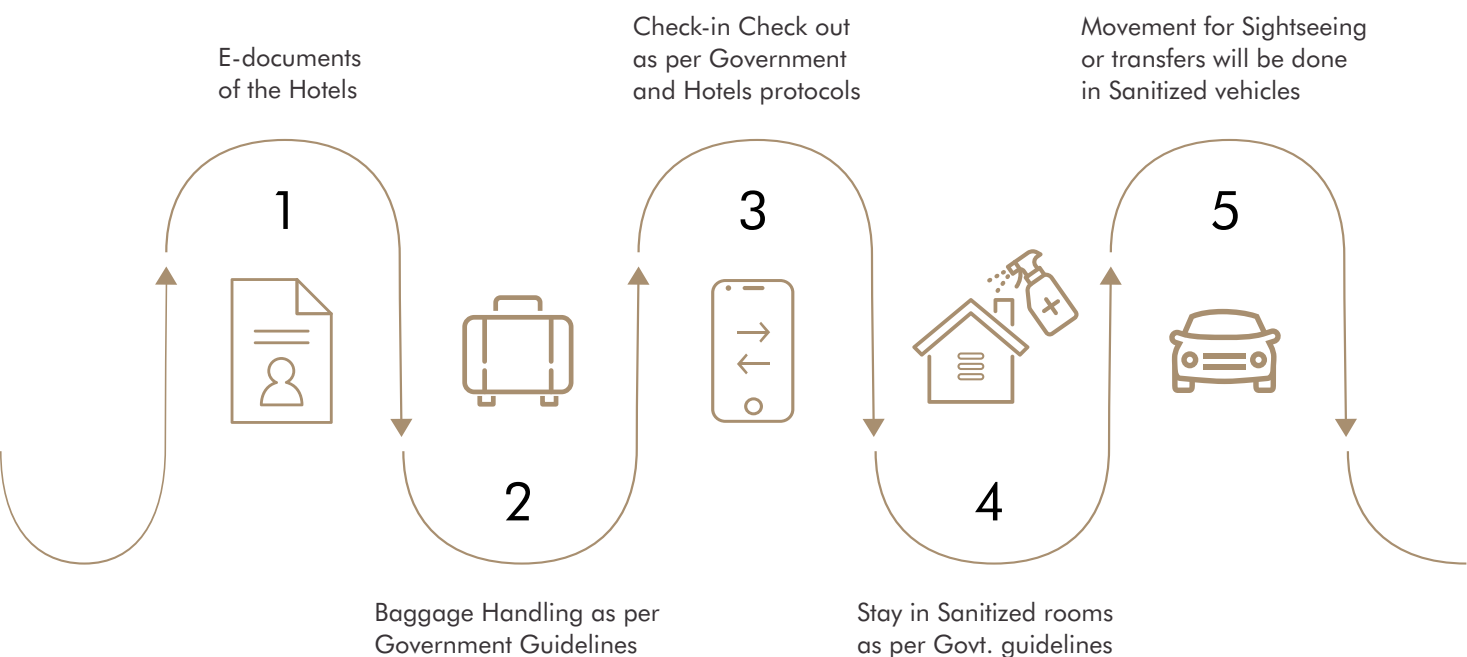


2. Accommodation

Below are general information on important measures of the SOPs defined by the government for prevention of transmission and disinfection of COVID-19.

1. Mandatory sanitizer dispensers and thermal screening provisions at entrance.
2. Hand sanitizers to be kept at reception for guests to use before filling forms and arrival & departure register.
3. Only asymptomatic staff/guests to be allowed.
4. Workers/Customers /Visitors/Staff to be allowed entry only if wearing masks.
5. Separate entry and exit for guests, staff and goods/supplies.
6. Specific markings with sufficient distance for queue management and social distancing norms.
7. Proper Crowd Management in hotel & outside the premises like parking lot.
8. Air-conditioning (Temp of 24–30OC, Relative humidity of 40–70%, Intake of fresh air, Cross ventilation).
9. Posters/ standees/ AV media on COVID-19 preventive measures displayed at all times.
10. Effective and frequent sanitation (especially of lavatories, drinking and hand/foot washing stations).
11. Cleaning and regular disinfection (using 1% sodium hypochlorite of frequently touched surfaces).
12. Deep cleaning of washrooms.
13. Safe Disposal of face covers/ masks/gloves.
14. Avoid front-line work and take extra precaution for high risk employee (older, pregnant employees and employees with underlying medical conditions).
15. Restricted number of people in elevators and use of escalators with one person on alternate steps.
16. Adequate manpower to be deployed by hotels for ensuring social distancing norms.
17. Travel history, medical condition and self-declaration form to be filled by guests.
18. Contactless payments for both check-in and check-out.
19. Luggage to be disinfected before sending to the room.
20. Gaming arcade/Children's play area closed.
21. Room service to be encouraged, instead of dine in. Packet to be left at the door. Staff for takeaway to be screened thermally.
22. Rooms and service areas to be sanitized after guest leaves/ checks out.
23. Staff to follow social distancing norms in the kitchen and kitchen area to be sanitized at regular intervals
24. Kitchen staff should follow physical distancing norms at workplace. Kitchens area must be sanitized at regular intervals
25. Hotel to consider provisions of contactless/ digital chk in and chk out.
26. Hotel to take appropriate Covid-19 prevention, monitoring and control measures.

For the complete document on government directives refer to the links section at the end of the document.



3. Restaurants and highway convenience stops

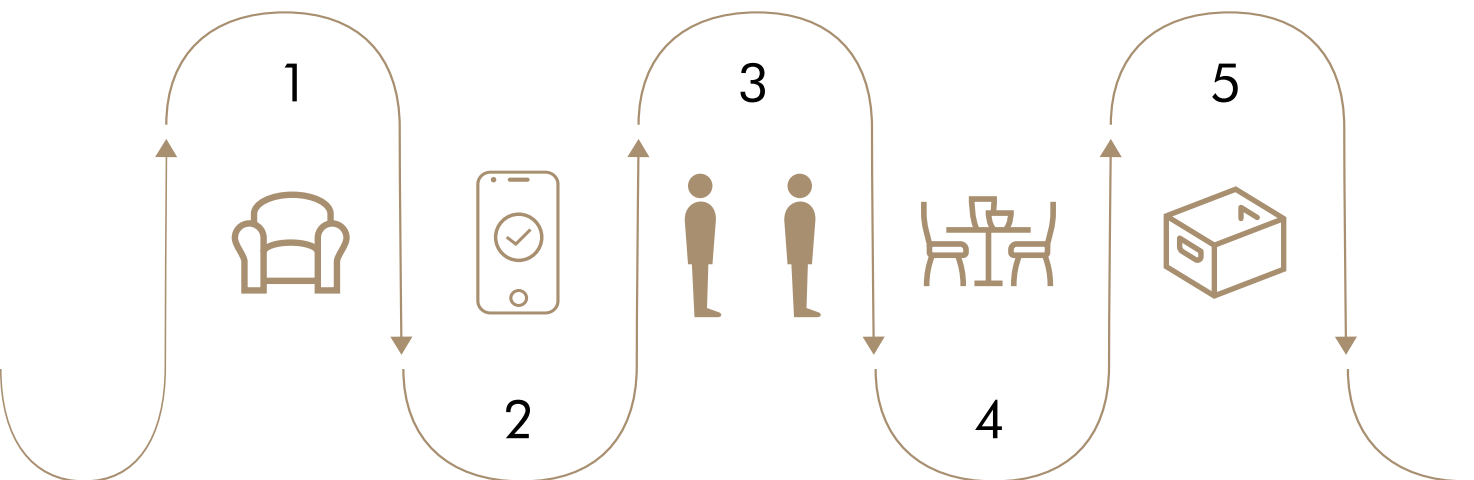
Below are general information on important measures of the SOPs defined by the government for prevention of transmission and disinfection of COVID-19.

1. Mandatory sanitizer dispensers and thermal screening provisions at entrance.
2. Only asymptomatic staff and patrons allowed.
3. Workers/Patrons/ Staff to be allowed entry only if wearing masks
4. Delivery and takeaways to be encouraged, staff for takeaways to be screened thermally.
5. Additional patrons to be seated at designated waiting areas with norms of social distancing.
6. Required precautions while handling supplies, inventories and goods in the restaurant shall be ensured.
7. Proper queue management and disinfection shall be organized.
8. Paper napkins instead of cloth napkins to be provided.
9. Frequent cleaning, sanitisation (focusing on lavatories, drinking and hand wash areas).
10. Tables to be sanitized each time a guest leaves.
11. Seating arrangement in the restaurant with adequate physical distancing
12. Contactless mode of ordering and digital mode of payment to be encouraged.
13. Gaming arcade/children's play area to be closed.

Seating at designated waiting areas with norms of social distancing as per government guidelines

Proper queue management and disinfection.

Required precautions while handling supplies, inventories and goods.



Contact less menu cards and payment options

Frequent cleaning and Sanitisation of Tables, Kitchen, seating area, washrooms and handwashing areas)

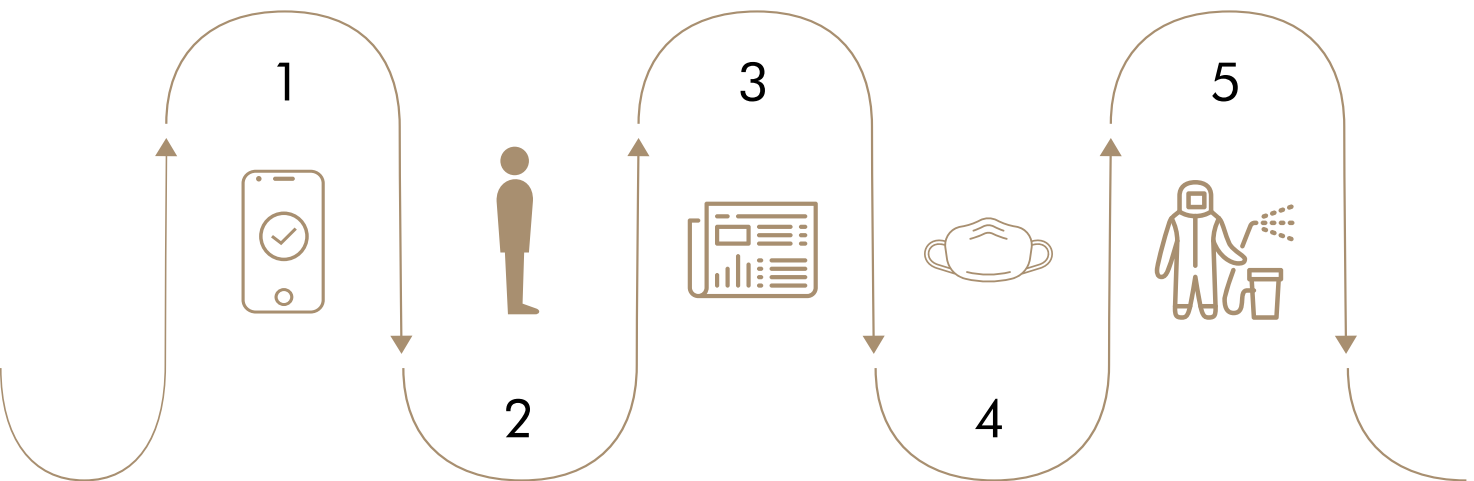
4. Sightseeing, monuments and round trips

1. Guides to brief guests on the recommended health and safety protocols.
2. Purchase E-tickets for monument entrance.
3. Ensure suppliers and partners including transport partners and venues follow likeminded health and hygiene protocols and guidelines to protect guests
4. Recommend that guests mask up at all times during sightseeing tours
5. Recommend use of low-touch solutions such as tour guide audio systems (headphones to listen to the guide commentary) during sightseeing tours, wherever possible.
6. For safety purpose, experiences such as walking/food tours to be undertaken based on the government directives / guidelines on general movement of people in those areas.
7. As per government guideline, limited visitor queues may be allowed at all monuments / attractions to manage crowds.
8. All hygiene and social distancing directives to be implemented as per government guidelines

E-Tickets of the monuments will be given to the clients

Vendors to follow our and government hygiene protocols

All the hygiene and social distancing directives to be followed as per Government guidelines at that point of time.



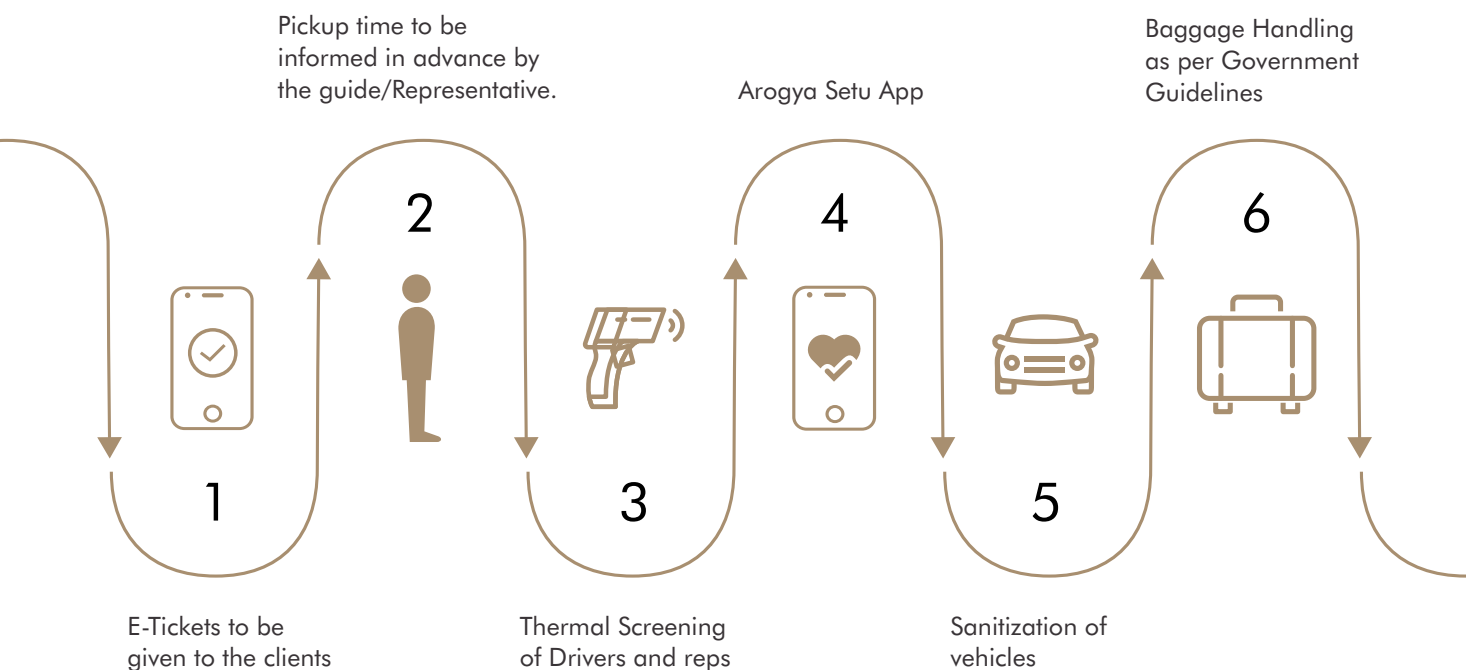
Guide to brief clients on the recommended safety protocols.

Experiences such as Walking/Food tours – To be undertaken based on the government directives / guidelines on general movement of people in these areas.

5. Departure

Departure process for FITs and Groups – Airports and Railway stations

1. Bring forward pickup times by 30 – 60 minutes for FIT and by 60-90 minutes for groups (based on airport regulations in each city)
2. Customer Service Executives /driver/helper to undergo thermal screening before proceeding for any of the assignments and to be taken off roaster in case of any symptoms.
3. Guests to be met at the designated area in the hotel and greeted with a 'Namaste' instead of a handshake.
4. Customer Service Executives to wear masks and handle baggage as per Covid-19 guidelines.
5. E-Tickets to be provided to guests instead of paper tickets.



Departure Protocols

Before leaving India, verify that you meet the entry requirements for your next destination. Be sure to check state COVID-19 entry requirements, as they may vary by destination.

General Departure rules

1. Guests must carry a negative PCR certificate in printed form, from a government-approved laboratory in India (ICMR) or a certified designated laboratory which is available on <https://www.icmr.gov.in/> issued no more than 72 hours before departure. The certificate issued shall be duly signed or stamped by relevant authorities and must only be in English.
2. The negative PCR certificate held by the guest must have a QR code on it linking it to their original test report and must have the date and time of sample collection and the test result mentioned accurately. Customers holding a negative PCR certificate without a QR code shall be denied boarded at the origin station.

6. Airport Guidelines

As per the latest government mandate, the existing guidelines for international travellers arriving in India have been formulated taking a risk-based approach. Further updates can be referred on New Delhi Airport Website.

Government of India have identified few countries as Countries 'at risk' and travellers arriving from these countries:

- If tested positive, will be shifted to a medical facility and treated as per laid down standard protocol
- If tested negative they will have to home quarantine themselves for 7 days and appear for a re-test on the 8th day

Travelers arriving from the Countries 'at risk' must submit a negative RT-PCR report and Self-declaration form on the Air Suvidha portal and also undergo mandatory Covid-19 test on arrival.

Passenger has to wait for the test results before leaving the Airport or taking a connecting flight.

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.

7. Guidelines for travel by Railways

- a. Follow government of India guidelines as applicable at that point of time.
- b. Domestic protocols to be followed as per booking guidelines.

We are awaiting official guidelines to be announced from Indian railways and shall keep you updated as and when there is any development.

NOTE: States can also develop their own protocol with regards to quarantine and isolation as per their assessment.

*This is a working document as there are many moving parts at present. We will revise this document based on new inputs, government directives.

8. Planning for Travel

A. Entry Protocol (Pre-Arrival)

- a. Prior to boarding Submit self-declaration form(SDF) on the online [Air Suvudha](#) portal before the scheduled travel, including last 14 days travel details.
- b. Upload a negative COVID-19 RT-PCR report. This test should have been conducted within 72 hrs prior to undertaking the journey
- c. Each passenger shall also submit a declaration with respect to authenticity of the report and will be liable for criminal prosecution, if found otherwise.
- d. Guests to submit an undertaking on the portal or otherwise to Ministry of Civil Aviation, Government of India, through concerned airlines before they are allowed to undertake the journey that they would abide by the decision of the appropriate government authority to undergo home quarantine/ self-health monitoring, as warranted.
- e. Airlines will allow boarding only to those passengers who have filled in the Self Declaration Form on the Air Suvudha portal and uploaded the negative RT-PCR test report.
- f. At the time of boarding the flight/ ship, only asymptomatic travelers will be allowed to board after thermal screening.

Covid Travel Scenarios

S.No.	SCENARIO
1.	Scenario 1 – When guests arrive in India.
2.	Scenario 2 – When guests develop symptoms while in India.
3.	Scenario 3 – When Guide/Driver/Assistant Driver develop symptoms on assignment.
4.	Scenario 4 – When Guest develops symptoms and needs to be isolated from the group.

Scenario 1 – When guests arrive in India

- 1) Thermal screening would be carried out in respect of all the passengers by the health officials present at the airport. The self-declaration form filled online shall be shown to the airport health staff.
- 2) The passengers found to be symptomatic during screening shall be immediately isolated and taken to medical facility as per health protocol. If tested positive, their contacts shall be identified and managed as per laid down protocol
- 3) Travellers from certain countries would need to follow additional measures listed below on arrival in India. (Countries at risk):
 - a. Submission of sample for post-arrival COVID-19 test at the point of arrival (self-paid). Such travellers will be required to wait for their test results at the arrival airport before leaving or taking a connecting flight.
 - b. If tested negative they will follow, home quarantine for 7 days. Re-test on the 8th day of arrival in India and if negative, further self-monitor of their health for next 7 days.
 - c. Travelers shall also be required to upload results of repeat RT-PCR test for COVID-19 done on 8th day on Air Suvidha portal (to be monitored by the respective States/UTs).
 - d. If negative, they will further self-monitor their health for next 7 days.
 - e. However, if such travellers are tested positive, their samples would be sent for genomic testing at INSACOG laboratory network.
 - f. They shall be managed at separate isolation facility and treated as per laid down standard protocol including contact tracing mentioned in para (2).
 - g. The contacts of such positive case should be kept under institutional quarantine or at home quarantine monitored strictly by the concerned State Government as per laid down protocol.
 - h. Children under 5 years of age are exempted from both pre- and post-arrival testing. However, if found symptomatic for COVID-19 on arrival or during home quarantine period, they shall undergo testing and treated as per laid down protocol.
- 4) Travellers from Countries excluding those Countries at risk, will be allowed to leave the airport and shall self-monitor their health for 14 days' post arrival. A sub-section (2% of the total flight passengers) shall undergo post-arrival testing at random at the airport on arrival.
 - a. The 2% of such travellers in each flight shall be identified by the concerned airlines (preferably from different countries).
 - b. Laboratories shall prioritize testing of samples from such travellers
 - c. All travellers (including those 2% who were selected for random testing on arrival and were found negative) will undergo home quarantine for 7 days and shall undertake RT-PCR test on the 8th day of arrival in India
 - d. Travelers shall also be required to upload results of repeat RT-PCR test for COVID-19 done on 8th day on Air Suvidha portal (to be monitored by the respective States/UTs). f. If negative, they will further self-monitor their health for next 7 days.
 - e. If negative, they will further self-monitor their health for next 7 days.
 - f. However, if such travellers are tested positive, their samples should be further sent for genomic testing at INSACOG laboratory network.
 - g. They shall be managed at isolation facility and treated as per laid down standard protocol
- 5) If travellers under home quarantine or self-health monitoring, develop signs and symptoms suggestive of COVID-19 or test positive for COVID-19 on re-testing, they will immediately self-isolate and report to their nearest health facility or call National helpline number (1075)/ State Helpline Number.

Note:

*This protocol is as per government guidelines w.e.f. 7th January, 2022. For latest government guidelines visit [Ministry of Health and Family Welfare](#).

Action to be taken –

- Identify list of guests and their FTO names.
- Inform FTO of the impacted guests about guest's status and advise direct line number of FHE.
- All arrangements of impacted guests to be tentatively put on hold by organisation's procurement and travel desk coordinator.
- All medical and support expenses to be borne by the insurance of FTOs / guests and to be provided on cost basis only.
- In case, any symptoms develop the district surveillance officer or the state/national call center (1075) can be informed.

Scenario 2 – When guests develop symptoms while in India

- Identify list of guests and their FTO names.
- Based upon guests itinerary and with the help of local staff on site (hotel staff, restaurant staff, guide or CSEs) try to locate the guests and ensure their whereabouts and safety.
- Immediately inform a doctor or take them to the nearest hospital of repute or is recommended to ask/help the guests to report the symptoms on Aarogya Setu App.
- Inform FTO of the impacted guests about guest's status and advise direct line number of FHE in charge.
- All arrangements of impacted guests to be tentatively put on hold by organisations' procurement and travel desk coordinator.
- The passengers found to be symptomatic during screening shall be immediately isolated and taken to medical facility as per health protocol. If tested positive, their contacts shall be identified and managed as per laid down protocol.
- Passengers testing COVID-negative can continue their journey.
- All medical and support expenses to be borne by the insurance of FTOs / guests and to be provided on cost basis.

**Asymptomatic guests will be advised that they shall self-monitor their health for 14 days. In case, they develop any symptoms, they shall inform the district surveillance officer or the state/national call center (1075).

Scenario 3 – When Guide/Driver/Assistant Driver develop symptoms on assignment

A guide/driver/Assistant must follow required health protocols:-

- Guide/Driver should self-monitor their health and travel only when they have no symptoms related to COVID-19.
- Guide/Driver shall follow COVID appropriate behavior at all times which includes use of mask/face cover, hand hygiene and physical distancing of six feet as far as feasible. Masks/face covers must be worn properly to cover nose and mouth.
- On developing symptoms during travel, the driver/guide must inform the nearest destination Branch office/ Associate office and ask for replacement.
- Immediately inform a doctor and undergo the RT-PCR test.
- Contacts (Guests) of the Driver/Guides, who have tested positive would be subjected to institutional quarantine as per ICMR protocol.
- FHE to Inform FTO about the impacted guests and share status.
- All arrangements of impacted guests to be tentatively put on hold by the organisation's procurement and travel desk coordinator.
- The passengers found to be symptomatic during screening shall be immediately isolated and taken to medical facility as per health protocol. If tested positive, their contacts shall be identified and managed as per laid down protocol. Passengers testing COVID-negative can continue their journey.
- All medical and support expenses to be borne by the insurance of FTOs / guests and to be provided on cost basis only.

Scenario 4 – When Guest develops symptoms and needs to be isolated from the group

- When a guest develops symptoms enroute cities, the driver/guide must inform the nearest destination Branch office/ Associate office.
- Immediately inform a doctor and undergo the RT-PCR test.
- Contacts of the impacted guests, who has/have tested positive would be subjected to institutional quarantine per ICMR protocol.
- FHE to Inform FTO about the impacted guests and share status.
- All arrangements of impacted guests to be tentatively put on hold by the organisation's procurement and travel desk coordinator.
- The passengers found to be symptomatic during screening shall be immediately isolated and taken to medical facility as per health protocol. If tested positive, their contacts shall be identified and managed as per laid down protocol. Passengers testing COVID-negative can continue their journey
- All medical and support expenses to be borne by the insurance of FTOs / guests and to be provided on cost basis only.

Note: *The above guidelines are as per current government directives and are subject to change.

Relevant Government Links

1. WORKPLACE HEALTH AND SAFETY

https://www.sita.in/wpcontent/uploads/2020/06/MoT_Operational_Recommendations_for_Tourism_Service_Providers.pdf

2) ACCOMMODATION, RESTAURANTS AND HIGHWAY CONVENIENCE STOPS

a) Point 1 to 25– Government guidelines for hotels –

<https://www.mohfw.gov.in/pdf/5SoPstobefollowedinHotelsandotherunits.pdf>

https://www.sita.in/wpcontent/uploads/2020/06/MoT_Operational_Recommendations_for_Hotels.pdf

<https://www.mohfw.gov.in/pdf/SOPonpreventivemeasuresinHotelsandotherHospitalityUnitstocontainspreadofCOVID19.pdf>

b) Restaurant – Point 1 to 13 – Government guidelines for restaurant –

<https://www.mohfw.gov.in/pdf/3SoPstobefollowedinRestaurants.pdf>

https://www.sita.in/wpcontent/uploads/2020/06/MoT_Operational_Recommendations_for_Restaurants.pdf

3) Ministry of Health and Family Welfare –

<https://www.mohfw.gov.in/>

4) Aarogya Setu App –

<https://www.mygov.in/aarogya-setu-app/>

5) Delhi Airport

<https://www.newdelhiairport.in/covid19>

6) Clinical Management Protocol Covid-19 – Version 5, 3th July 2020 -

<https://www.mohfw.gov.in/pdf/UpdatedDetailedClinicalManagementProtocolforCOVID19adultsdated24052021.pdf>

7) Su Swagatam App

<https://www.indembassyuae.gov.in/pdf/SU%20SWAGATAM%20APP.pdf>

8) List of Countries based on epidemiological situation of Covid-19 -

<https://www.mohfw.gov.in/pdf/ListofCountriestobereferredtoincontextofGuidelinesforinternationalarrivalsdated7thJanuary2022.pdf>

9) State Regulations

https://www.civilaviation.gov.in/sites/default/files/State_wise_quarantine_regulation-converted.pdf

<https://travel.state.gov/content/travel/en/international-travel/emergencies/covid-19-faqs-for-travel-to-the-us-information.html>

10) Guidelines issued by the airlines : -

<https://www.goindigo.in/information/international-travel-guidelines.html>

<https://www.airindia.in/International-Travel.htm>

<https://www.airvistara.com/in/en/coronavirus-update>

<https://www.britishairways.com/en-in/information/incident/coronavirus/entry-requirements#india>

<https://www.airindia.in/images/pdf/New-Guidelines-for-UK-Bound-Passengers-Effective-04OCT21.pdf>

11) Visa Guidelines in India for Foreign Nationals:-

<https://boi.gov.in/content/advisory-travel-and-visa-restrictions-related-covid-19-1>

<https://indianvisaonline.gov.in/>



