

# Tourism Sector Guide for Prevention Of Covid 19



## King Hussein International Airport guide (KHIA)



Tourism is an important facet of Jordan and Aqaba's economy, hence the need to mitigate the ill effects this sector has endured due to the global crisis of the Corona virus (Covid 19). The Aqaba Special Economic Zone Authority will, under the strict guidelines of the ministry of health and the center for disease control, implement a plan to safely and gradually restore all aspects of the tourism sector. This guide is aimed at all hotel establishments and tourist accommodation services to ensure the health and safety of both employees and guests

## Section within the facility

## Guidelines inside tourist camps

### Measurements in preparation before operating

A thorough, complete and regular sanitization of the whole airport  
Cleansers and sanitizers must be readily available for the benefit of guests and employees especially at entry and exit points  
Reminding people via screens and signs to observe social distancing protocols and sanitize their hands  
Aircraft operators are to acquaint passengers in advance with regulations such as being tested for corona virus, not to be accompanied by non-travelers, ensuring they don't suffer from any symptoms that may coincide with COVID19, waiting times, and everything else needed before their arrival to the airport  
(Installing sanitizing devices on entry and exit points (arrivals and departures  
Airport seats should be arranged according to proper social distancing protocols leaving out a seat in the case of adjoining seats  
Using floor stickers at check in desk counters, search desks and bag drop desks as well as anywhere passengers tend to line up so as to make sure they keep safe distances  
Specifying where passengers may or may not walk inside the airport  
Adhering to Aqaba's authority restaurants and cafés guidelines concerning food and drink inside the airport, as well as all that is related to tools, equipments, social distancing and the use of disposable utensils and cutleries  
Avoiding as much as possible any direct contact with surfaces and opt to using electronic devices  
Preparing all airport counters by installing plastic or glass shields to avoid direct contact between airport staff and passengers  
Installing signs throughout the airport instructing people on the right way to wear and dispose of masks  
Installing no-touch trash cans all around the airport and use disposable trash bags  
An area should be designated to sanitize luggage before entering airport grounds  
Enough sanitized carts should be available at entry and exit point to carry wrapped luggage rather than manually pulling them  
Installing Temperature check devices at airport's entries and exists to check passengers' temperature by well trained employees  
Masks and gloves should be readily available for both sale and distribution to passengers to be used all around the airport  
A room should be designated to the laboratory that will be conducting corona tests. The laboratory will bear the expenses of equipping the room with all the needed tools and equipments  
A medical room and a doctor should be made available in coordination with medical services and Prince Hashem's hospital  
A number of rooms should be turned into quarantines to isolate any suspected cases. Those rooms must be completely locked to prevent the spread of the virus. They should also be fully sanitized after use  
Educating employees on all aspects of the virus and its spread as well as health and safety protocols and how to deal with any suspected cases  
Use of water fountains is to be completely banned all throughout the airport



## Section within the facility

### Regulations while operating and arrival of passengers

### Regulations concerning arrivals

## Guidelines inside tourist camps

All airport and airlines employees are strictly required to wear masks, gloves and continually wash their hands. Direct contact and touching of passengers is prohibited unless absolutely necessary, in that case they are required to sanitize their hands or tools afterwards

Airport security who physically check people are required to wear protective face gear in addition to masks as an extra protective measure since they come in direct contact with people

The use of banknotes is to be terminated all around the airport, electronic payments are to be used instead

Entry to the airport should be limited to airport/airlines staff and passengers only

Passengers are not permitted to be accompanied by non-travelers, exception is children or passengers in need of assistance

Full sanitization of all airport's facilities with special emphasis on areas of contact every half an hour or after every use not to forget door handles, banners, buttons and security checkup trays

Regular sanitization of luggage carts making sure sanitized carts are kept in a specific spot with a sign indicating that

Continual efforts to advise passengers to observe social distancing protocols, washing and sanitizing their hands and staying away from crowded places

Full sanitization of airport staff before and after entering the airport

Airport and its facilities should be well ventilated, letting in clean fresh air as much as possible, frequently cleaning ducts and air filters

Abstaining from travelling if one suspects any symptoms associated with Corona

Passengers are required to sanitize their hands and wear mask from time of arrival until boarding the airplane. Masks can be taken off only during searches and checkups. Children under the age of six are exempt from wearing them as well as people with certain health conditions

Masks should be exchanged frequently especially when contaminated or soiled making sure to always have extra masks at hands

Masks should be safely disposed of

Passengers are not permitted to be accompanied by non-travelers, exception is children or passengers in need of assistance

Passengers should be tested for corona from an authorized laboratory prior to travel date, an airport staff member should check test results at point of entry

Airport staff should check passengers' temperature on regular basis, before, after and during their stay in the airport

Full sanitization of passengers and luggage at airport entrance

Sanitizing and wrapping luggage before entering airport grounds

Sanitized carts are to be used instead of manually carrying luggage inside the airport

Passengers should stick to walking on designated areas only

Passengers should adhere to social distancing protocol, keeping a distance of at least 1.5 meters. They are also to stay in line according to floor signs

Full adherence to social distancing protocols and frequently sanitizing hands

Washing and sanitizing hands every half an hour using sanitizers available all over the airport

A lab test of corona virus (Real Time PCR or Gene expert) at the airport's lab is required (Keeping in mind it takes a four hour wait, and only ten minutes in the case of the express test). Having said that, the type of test is dependent upon the country of origin and the level of its virus spread according to the center for disease control, so that countries with a low rate of virus spread may require only a body temperature check

In the situation of a suspected corona case full quarantine and adherence to the appropriate regulations is strictly required

Electronically checking in to avoid lines and crowds, in addition always avoid direct contact with airport staff

Proper and regular sanitization of all tools, equipments and airport facilities

Only licensed vehicles are allowed inside the airport



## Section within the facility

### Regulations concerning departures

### General guidelines

## Guidelines inside tourist camps

Passengers are required to wear mask and never take them off from time of arrival until boarding the airplane  
Passengers are not permitted to be accompanied by non-travelers, exception is children or passengers in need of assistance  
Full sanitization of passengers and luggage at airport entrance  
Sanitizing and wrapping luggage before entering airport grounds  
Sanitized carts are to be used instead of manually carrying luggage inside the airport  
Passengers should stick to walking on designated areas only  
Passengers should adhere to social distancing protocol, keeping a distance of at least 1.5 meters. They are also to stay in line according to floor signs, in addition to full adherence to social distancing protocols and frequently sanitizing hands  
Washing and sanitizing hands every half an hour using sanitizers available all over the airport  
Electronically checking in to avoid lines and crowds, in addition to avoiding direct contact with airport staff  
Proper and regular sanitization of all tools, equipments and airport facilities

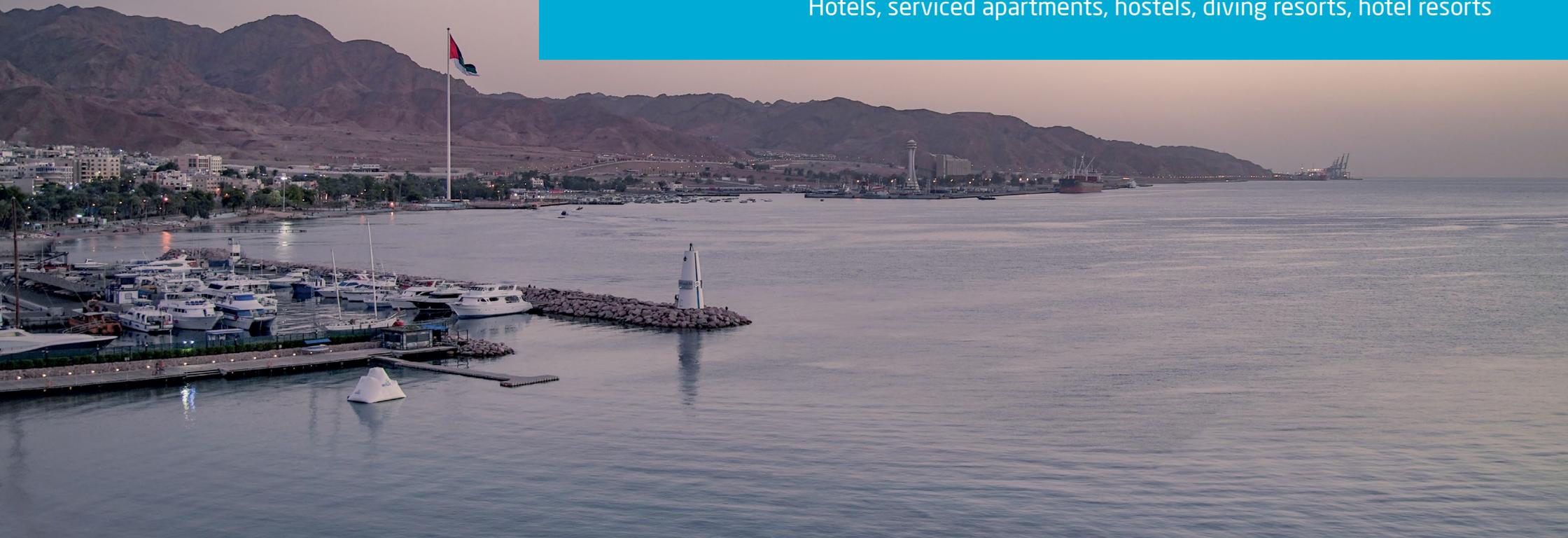
Aqaba special economic zone authority will be conducting regular checkups  
Working guidelines for hotels will be re-evaluated according to reports issued after checkups  
Reporting and at once any suspected corona virus cases to the ministry of health  
In case of non compliance to guidelines defense order number 7 for the year 2020 will be enforced as per defense act number 13





# Hotel and tourist accommodation services guidelines

Hotels, serviced apartments, hostels, diving resorts, hotel resorts



## Targeted establishments

Hotels, serviced apartments, hostels, diving resorts, hotel resorts

## Facilities and activities to be excluded

Sauna, Jacuzzi, gyms and sport facilities, massage and SPA, bars, kids clubs, public and private events and parties, night clubs, changing rooms and public showers, car valet parking, open buffets, meeting rooms

### Health and safety guidelines inside the establishment

Complete sanitization of the establishment prior to operating  
By the hour sanitization of the furniture, surfaces and areas of contact inside all public spaces, and bathrooms with specific antiseptics approved by the ministry of health.  
Educating employees on all aspects of the virus and its spread as well as safety protocols to be observed before entering their work space  
Proper sanitizers to be available and well distributed at all times especially at entrance and exit points  
Installing signboards throughout the establishment instructing people on the importance of wearing masks, washing their hands and observing strict safety and social distancing protocols.  
All employees required to strictly wear and exchange their masks as well as frequently sanitize their hands.  
All employees required to wash their hands before starting work as well as every 30 minutes or as needed for a duration of 20 seconds  
Guests who don't adhere to safety protocols including sanitizing their hands should not be allowed to enter the establishment  
Fully monitoring the process of welcoming guests into the establishment to ensure proper adherence to safety protocols and hand sanitization  
Limiting the use of banknotes in sales transactions as much as possible in favor of e-payments  
Strict adherence to testing employees daily before entering the establishment  
All employees must manually and not electronically sign into work  
All employees and workers should adhere to social distancing protocols  
A general adherence to all approved general health and safety regulation  
Operations should be within 50% of the establishment's work capacity including day use. Moreover, this percentage will be gradually increased according to the designated authorities.  
A doctor and a clinic should be made available inside all five star and five star deluxe hotels as well as resorts and in accordance with the Ministry of Health  
Hotels with a star rating less than five stars should hire a doctor with a temperature measuring device and train employees to use it  
Work should be conducted in shifts making sure employees of different shifts do not contact. In addition, conducting daily routine checkups of all the staff members.  
A general adherence to all approved general health and safety regulations issued by the right authorities in Aqaba private economic zone  
Conducting daily health reports that include body temperature checks of all employees as well as monitoring coughs or other related symptoms. Any staff member who calls in sick should not be permitted to resume work without first being cleared of contracting corona virus or any viral diseases.



## Targeted establishments

### Reception

## Guidelines

Reception staff should be well versed with all health and safety protocols according to the Ministry of health  
Abstaining from direct contact with and physically checking guests. All checks should be made with devices from a distance.  
Installing sanitizing devices at the establishment's entrance in addition to sanitizing all luggage at point of entry.  
A designated staff member should routinely measure employee's temperature  
Making inquiries with guests to ensure they don't suffer from any corona virus symptoms as pointed out by the Ministry of health.  
Reception personnel should keep records of all the information.  
Body temperature of guests should be checked every time they enter the establishment  
Only guests and designated staff members should be allowed in the reception area. All should wear masks and gloves as well sanitize their hands  
Social distancing protocols should be observed in the reception area, and a distance of at least one meter should be kept between seats while making sure the area doesn't get crowded.  
Checking guests in should be done electronically otherwise pens need to be disposed of every time.  
Use floor stickers in the reception area to guide guests as to the appropriate distance  
Checking guests in and out electronically as much as possible  
Elevators should not operate within more than 30% of their capacity. Furthermore, they should be cleaned regularly.  
Installing sanitized floor mats at entry points for the purpose of sanitizing shoes  
Sanitizing furniture and surfaces of contact in the reception area at least every hour



### Restaurants and coffee shops

Open buffets are not allowed, only seated dining and orders through food menus  
Dining spaces should be arranged so that a distance of at least two meters between tables and one meter between seats is kept (combining tables for families while keeping the appropriate distance between individual seats)  
Using disposable cutlery as much as possible and making sanitizers and sanitized napkins available on every table. Instructional signs should be also installed throughout the restaurant  
Cooks and kitchen staff should strictly observe all health and safety protocols including wearing masks, regularly sanitizing their hands, exchanging masks when needed, covering their heads and beards, wearing sanitary shoes (ones that don't affect food) as well as work gear and aprons  
Hookah's should be banned completely.  
Hot food should be kept at a temperature exceeding 57 Celsius, and cold food below 5 degrees Celsius  
Wiping and drying should be done using disposable wipes to be disposed of right after cleaning  
All the restaurant and its facilities should be completely sanitized before operation  
Sanitizers and cleansers like soap and sanitizing napkins should be made available to all employees and staff members and well distributed throughout the restaurant  
Complete sanitization of tables after each use. Salt and pepper shakers should be given only upon request and after sanitization.  
Restaurant and all its facilities should be well ventilated  
Avoid using inflammable sanitizers such as ones containing alcohol  
Sanitizers should be securely stored away from kitchens



## Targeted establishments

### Room service

## Guidelines

Complete sanitization of all guest rooms and facilities using specific sanitizers as per the ministry of health's guidelines. Sanitizers to be fully available in rooms and all operational hotel facilities for the use of guests. Rooms to be fully sanitized after use, and all linen and towels to be changed after each use. Bed linen and towels should be washed after each use in a temperature of 56 degree Celsius and for a duration of 2030-minutes. Room service staff members should not exceed two per room. They are also required to wear masks and gloves to never be taken off inside rooms yet fully disposed of after cleaning each room. Employees on board should be in a good state of health and free from chronic diseases and cleared as such by the appointed doctor. Proper ventilation throughout the whole establishment. Avoid using inflammable sanitizers such as ones containing alcohol. Frequently cleaning all air-conditioning filters by an appointed staff member.

### Private beaches

Keeping a safe distance of at least two meters between guests and seats in the beach area. Exception is given to families as long as their number doesn't exceed ten. Keeping a safe distance of at least four meters between swimmers. All restaurants at the beach area are allowed to operate as long as they strictly follow the mentioned health and safety guidelines. Water activates are allowed to operate while observing safe distances. All equipment should be sanitized before and after usage. Closing down all shower stalls and public bathrooms in the beach area.

### Hotel facilities

All facilities and activities pointed out at the beginning of the guide are not to operate (matter to be reconsidered in a later faze). Strict adherence to the ministry of health's guidelines concerning operating swimming pools including the type of sanitizers used. Swimming pools should not be allowed to operate if the water filtering system is broken or malfunctioning.



## Targeted establishments

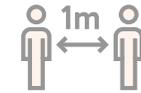
### Storage and inventory control

### General guidelines

## Guidelines

Supervisors must maintain a clean sanitized storage space at all times as well as dispose of any defected items  
The supervisor should check the temperature in the refrigerated vehicle upon reception.  
Employees may proceed with unloading only after the area is secured and fully sanitized. All outer packaging should be disposed of and hands sanitized and gloves exchanged. Items should be transported in fully sanitized containers.  
Cans and fresh produce should be completely sanitized before storage  
Supervisors and their staff must wear and exchange their masks as well as frequently sanitize their hands before and after each loading and unloading.  
Supervisors need to be vigilant concerning keeping the appropriate distance between their staff members at all times  
Ensuring all vehicles are sanitized and properly cleaned before and after each use.  
Cranes should be sanitized before and after use  
Orders should be wrapped in double plastic layer. All packaging to be removed and disposed of at point of entry and before unloading

Aqaba special economic zone authority will be conducting regular checkups  
Working guidelines for hotels will be re-evaluated according to reports issued after checkups  
Reporting and at once any suspected corona virus cases to the ministry of health  
In case of non compliance to guidelines defense order number 7 for the year 2020 will be enforced as per defense act number 13





# Tourist restaurants guidelines

All tourist restaurant categories



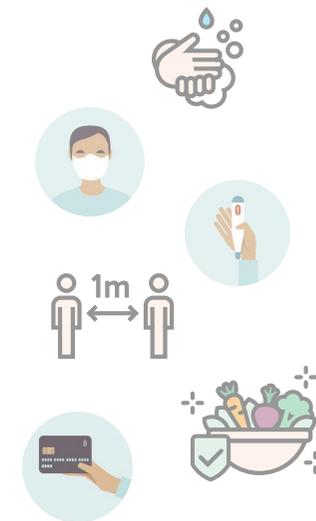
## targeted establishments

## Activities to be excluded

Hookah's are completely banned whether inside or outside restaurants, all types of events and parties, bars, night clubs  
Hookah café's (Including delivery services)

## General procedures for restaurants

Full sanitization of the whole establishment by a professional company prior to operation  
Employees on board should be in a good state of health and free from chronic diseases and cleared as such by the appointed doctor.  
Conducting daily health reports that include body temperature checks of all employees as well as monitoring coughs or other related symptoms. Any staff member who calls in sick should not be permitted to resume work without first being cleared of contracting corona virus or any viral diseases. All expenses to be covered by business owner  
All employees must manually and not electronically sign into work (electronic finger prints not to be used)  
Appropriate signs, banners and other tools should be spread throughout the restaurant to instruct customers on the appropriate distance between them  
Educating employees on all aspects of the virus and its spread as well as safety protocols to be observed before entering their work space  
Complete sanitization of the restaurant and all its facilities prior to operations and food preparation  
Full disposal of any expired food products in storage, refrigerators or kitchen  
Sanitizers and cleansers like soap and sanitizing napkins should be made available to all employees and staff members and well distributed throughout the restaurant  
All employees required to wash their hands before starting work as well as every 30 minutes or as needed for a duration of 20 seconds  
Restaurant and all its facilities should be properly ventilated  
Sanitizers should be securely stored away from kitchens All employees are required to adhere to health and safety protocols and strictly wear and exchange their masks and gloves when needed  
Installing sign posts instructing employees on continual sanitization, social distancing, wearing masks and gloves as well cleaning all utensils

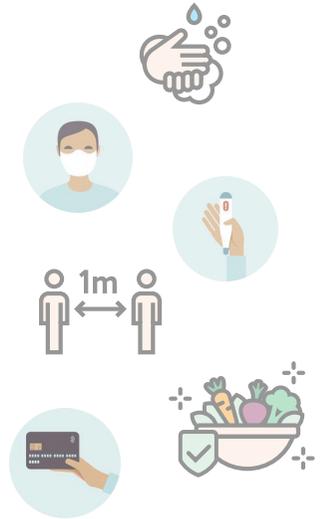


## Section of restaurant

### Kitchen and dining area

## Guidelines

Regular and hourly sanitization of establishment especially surfaces of contact (doors and floors)  
Open buffets are not allowed, only seated dining and orders through food menus  
Dining spaces should be arranged so that a distance of at least two meters between tables and one meter between seats is kept (combining tables for families while keeping the appropriate distance between individual seats)  
Cooks and kitchen staff should strictly observe all health and safety protocols including wearing masks, regularly sanitizing their hands, exchanging masks when needed, covering their heads and beards, wearing sanitary shoes (ones that don't affect food) as well as work gear and aprons  
Using disposable cutlery as much as possible and making sanitizers and sanitized napkins available on every table. Instructional signs should be also installed throughout the restaurant  
Hookah to be completely banned  
Hot food should be kept at a temperature exceeding 57 Celsius, and cold food below 5 degrees Celsius  
Wiping and drying should be done using disposable wipes to be disposed of right after cleaning  
All the restaurant and its facilities should be completely sanitized before operation  
Sanitizers and cleansers like soap and sanitizing napkins should be made available to all employees and staff members and well distributed throughout the restaurant  
Complete sanitization of tables after each use. Salt and pepper shakers should be given only upon request and after sanitization  
Restaurant and all its facilities should be well ventilated  
Avoid using inflammable sanitizers such as ones containing alcohol  
Sanitizers should be securely stored away from kitchens  
Installing sign posts instructing employees on continual sanitization, social distancing, wearing masks and gloves as well cleaning all utensils  
Staff members should not enter their work space without putting on safety shoes, masks, gloves as well as cover their heads  
Food preparation should be in accordance with the Food and Drug administration's regulations  
Installing temporary borders to ensure all employees keep a safe distance between them  
A safe distance of at least one meter and a half should be kept between employees  
Avoiding touching eyes, nose and ears at all costs  
All items used in cooking should be tightly sealed and re-sealed after use



## Section of restaurant

## Guidelines

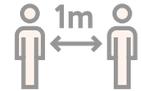
### Storage and warehouse management

Supervisors must maintain a clean sanitized storage space (frozen food, refrigerators, and pantries) at all times as well as dispose of any defected items  
When unloading shipments the least number of staff should be employed all the while keeping a safe distance of at least one meter and a half between them  
The supervisor should check the temperature in the refrigerated vehicle upon reception.  
Employees may proceed with unloading only after the area is secured and fully sanitized. All outer packaging should be disposed of and hands sanitized and gloves exchanged. Items should be transported in fully sanitized containers  
Cans and fresh produce should be completely sanitized before storage  
Supervisors and their staff must wear and exchange their masks as well as frequently sanitize their hands before and after each loading and unloading  
Supervisors need to be vigilant concerning keeping the appropriate distance between their staff members at all times  
Ensuring all vehicles are sanitized and properly cleaned before and after each use.  
Cranes should be sanitized before and after use



### Food delivery service

All employees engaged in food preparation and service must wear gloves, masks and use good quality sanitizers  
Employees should wash their hands with soap and the appropriate sanitizers every 20 minutes  
Food items should be tightly wrapped and packaged  
Food items must not be touched before packaging/wrapping  
Food orders must be stored in tight bags for delivery  
Delivery boxes should be sanitized before use  
After food delivery items are safely checked, bags and packages should be well sealed only to be opened by the customer  
Daily and Complete sanitization of all delivery vehicles with soap and water with special emphasis on doors  
Every surface of the delivery vehicle should be sanitized  
Avoid using inflammable sanitizers like alcohol and sperto inside the vehicles  
Delivery personnel should not come in contact with other employees  
·Social distancing protocols should be observed between drivers and restaurant employees who prepare food orders  
·Sanitizers, masks and gloves should be made available to all delivery staff. Hands should be sanitized post deliveries and before entering the restaurant  
Upon arrival to delivery destination, employee should keep a safe distance of at least one and a half meter from the customer  
·Wearing masks and gloves always and exchanging them on regular basis  
Masks and gloves should not be taken off except inside the delivery vehicle. Hands should be sanitized directly after gloves are taken off and again after masks are taken off. Then new gloves and masks are put on. Old masks and gloves should be disposed of in a special bag  
Delivery personnel should not enter the restaurant but be given the delivery bags outside  
Limiting the use of banknotes in sales transactions as much as possible in favor of e-payments  
Avoiding entry into customers' buildings, customers should receive food deliveries outside, arrangements to be made with employees via phone



General guidelines

Aqaba special economic zone authority will be conducting regular checkups  
Working guidelines for hotels will be re-evaluated according to reports issued after checkups  
Reporting and at once any suspected corona virus cases to the ministry of health  
In case of non compliance to guidelines defense order number 7 for the year 2020 will be enforced as per defense act number 13 of the year 1992





## Tourist camps guidelines



Activities to be excluded

Hookahs are completely banned inside or outside tourist restaurants as well as all types of parties

Section within the facility

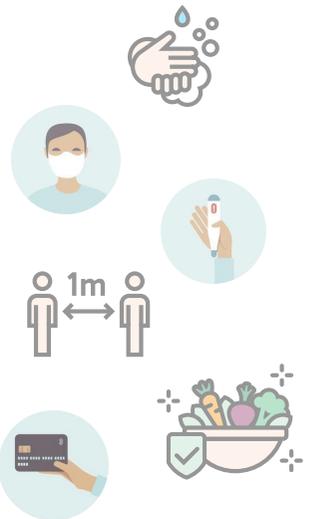
Guidelines

**Guidelines inside tourist camps**

Activities to be excluded  
 Hookahs are completely banned inside or outside tourist restaurants as well as all types of parties  
 Guidelines inside tourist camps  
 Complete sanitization of the whole camp before operating  
 Sanitizing all camp's facilities, tents, surfaces, areas of contact, public bathrooms every hour using sanitizers approved by the ministry of health  
 Educating employees on all aspects of the virus and its spread as well as safety protocols to be observed before entering their work space  
 Proper sanitizers to be available and well distributed at all times especially at entrance and exit points  
 Installing signboards throughout camps instructing people on the importance of wearing masks, washing their hands and observing .strict safety and social distancing protocols  
 All employees are required to strictly wear and exchange their masks as well as frequently sanitize their hands  
 Employees should wash their hands before work in addition to every 30 minute (for a duration of 20 seconds) and as needed  
 Monitoring guests entry into camps, making sure hands are sanitized before they do  
 Limiting the use of banknotes in sales transactions as much as possible in favor of e-payments  
 Strict adherence to testing employees daily before entering camps  
 A general adherence to all approved general health and safety regulation  
 Operations should be within 50% of the camp's work capacity for the time being. Moreover, this percentage will be gradually increased according to the designated authorities  
 Conducting daily health reports that include body temperature checks of all employees as well as monitoring coughs or other related symptoms. Any staff member who calls in sick should not be permitted to resume work without first being cleared of contracting .corona virus or any viral diseases

**Reception**

Reception staff should be well versed with all health and safety protocols according to the Ministry of health  
 Sanitizing guests and their luggage as soon as they arrive at the camp grounds  
 Making inquiries with guests to ensure they don't suffer from any corona virus symptoms as pointed out by the Ministry of health.  
 .Reception personnel should keep records of all the information  
 Body temperature of guests should be checked every time they enter the camp  
 Social distancing protocols should be observed in the camp, and a distance of at least one meter should be kept between seats while making sure the area doesn't get crowded  
 .Checking guests in should be done electronically otherwise pens need to be disposed of every time



## Section within the facility

## Guidelines inside tourist camps

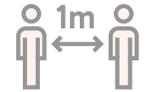
### Rooms inside camps/tents

Complete sanitization of all guest rooms, tents and facilities using specific sanitizers as per the ministry of health's guidelines  
.Sanitizers to be fully available in tents, rooms and all operational camp facilities for the use of guests  
Rooms and tents to be fully sanitized after use, and all linen and towels to be changed after each use  
.minutes 30-Bed linen and towels should be washed after each use in a temperature of 56 degree Celsius and for a duration of 20  
Employees on board should be in a good state of health and free from chronic diseases and cleared as such by the appointed doctor  
Proper ventilation throughout the whole camp  
Avoid using inflammable sanitizers such as ones containing alcohol



### Kitchen and restaurant

Open buffets are not allowed, only seated dining and orders through food menus  
Dining spaces should be arranged so that a distance of at least two meters between tables and one meter between seats is kept  
(combining tables for families while keeping the appropriate distance between individual seats  
Using disposable cutlery as much as possible and making sanitizers and sanitized napkins available on every table. Instructional signs should be also installed throughout the dining area  
Cooks and kitchen staff should strictly observe all health and safety protocols including wearing masks, regularly sanitizing their hands, exchanging masks when needed, covering their heads and beards, wearing sanitary shoes (ones that don't affect food) as well as work gear and aprons  
.Hookah's should be banned completely  
Hot food should be kept at a temperature exceeding 57 Celsius, and cold food below 5 degrees Celsius  
Wiping and drying should be done using disposable wipes to be disposed of right after cleaning  
All the restaurant and its facilities should be completely sanitized before operation  
Sanitizers and cleansers like soap and sanitizing napkins should be made available to all employees and staff members and well distributed throughout the restaurant  
.Complete sanitization of tables after each use. Salt and pepper shakers should be given only upon request and after sanitization  
Restaurant and all its facilities should be well ventilated  
Avoid using inflammable sanitizers such as ones containing alcohol  
Sanitizers should be securely stored away from kitchens  
Installing sign posts instructing employees on continual sanitization, social distancing, wearing masks and gloves as well cleaning all utensils



### Storage and inventory control

Supervisors must maintain a clean sanitized storage space at all times as well as dispose of any defected items  
When unloading shipments the least number of staff should be employed all the while keeping a safe distance of at least one meter and a half between them  
.The supervisor should check the temperature in the refrigerated vehicle upon reception  
Employees may proceed with unloading only after the area is secured and fully sanitized. All outer packaging should be disposed of and hands sanitized and gloves exchanged. Items should be transported in fully sanitized containers  
Cans and fresh produce should be completely sanitized before storage  
Supervisors and their staff must wear and exchange their masks as well as frequently sanitize their hands before and after each loading and unloading  
Supervisors need to be vigilant concerning keeping the appropriate distance between their staff members at all times  
.Ensuring all vehicles are sanitized and properly cleaned before and after each use  
Cranes should be sanitized before and after use  
Orders should be wrapped in double plastic layer. All packaging to be removed and disposed of at point of entry and before unloading

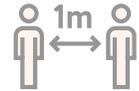


## Section within the facility

## Guidelines inside tourist camps

### Visitor center

Full sanitization of the whole center before operating that includes shops, bazaars, and all other public facilities. Employees should wear gloves, masks, as well as keep their hands sanitized at all time  
Educating employees on all aspects of the virus and its spread as well as safety protocols to be observed before entering their work space  
Proper sanitizers to be available and well distributed at all times especially at entrance and exit points  
Installing signboards throughout the center instructing people on the importance of wearing masks, washing their hands and observing strict safety and social distancing protocols  
All employees required to strictly wear and exchange their masks as well as frequently sanitize their hands  
A civil defense representative should be appointed to ensure full adherence to the proper health and safety guidelines. He must be provided with a temperature checking device to use at the center's entrance  
Tourism police and the desert force will be handling the arrival of tourists and nationals. Working with no more than 50% of the center's capacity at a time  
Monitoring visitors' entry into the center, in coordination with tourism police and the desert force  
Shop owners who deal with distributors coming from other areas should inform the center's management in advance as well as the tourism police and the desert force in order to manage their entry and unloading of merchandise  
All public spaces to be sanitized every hour  
Tour guides should as much as possible deal with paper work without the need for visitors to enter the center  
To avoid crowding, Specific times should be designated to issuing vehicle tickets, or reserve a special office space for the task



### Tours and vehicles guidelines

Full and complete sanitization of the vehicles after each tour  
Vehicles should not operate above 50% of their capacity. Social distancing protocols should be observed  
Sanitizers should be adequately and readily available in each vehicle  
Drivers should wear masks and gloves at all times, and exchange them frequently. Lack of adherence will ban them from work  
Observing social distancing protocols such as staying in the car and avoiding the visitors' center crowds



### General guidelines

Aqaba special economic zone authority will be conducting regular checkups  
Working guidelines for hotels will be re-evaluated according to reports issued after checkups  
Reporting and at once any suspected corona virus cases to the ministry of health  
In case of non compliance to guidelines defense order number 7 for the year 2020 will be enforced as per defense act number 13 of the year 1992





## Dive centers, boats and water activities guide



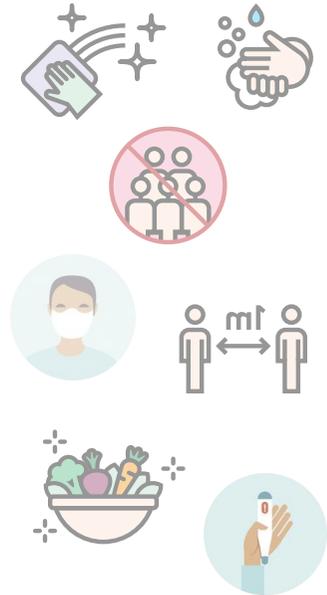
This guide is aimed at all hotel establishments and tourist accommodation services to ensure the health and safety of both employees and guests

## Section within the facility

## Guidelines

### Guidelines for dive centers, tourist boats and water activities

Sanitizing all equipments, surfaces, tools, and areas of contact every hour using sanitizers approved by the ministry of health  
Educating employees on all aspects of the virus and its spread as well as safety protocols to be observed before entering their work space  
Proper sanitizers to be available and well distributed at all times especially at entrance and exit points  
Installing signboards everywhere instructing people on the importance of wearing masks, washing their hands and observing strict .safety and social distancing protocols  
All employees are required to strictly wear and exchange their masks as well as frequently sanitize their hands  
Employees should wash their hands before work in addition to every 30 minute (for a duration of 20 seconds) and as needed  
Limiting the use of banknotes in sales transactions as much as possible in favor of e-payments  
Strict adherence to testing employees daily before entering work space  
Employees on board should be in a good state of health and free from chronic diseases and cleared as such by the appointed doctor  
All employees must manually and not electronically sign into work  
A general adherence to all approved general health and safety regulation  
Conducting daily health reports that include body temperature checks of all employees as well as monitoring coughs or other related symptoms. Any staff member who calls in sick should not be permitted to resume work without first being cleared of contracting corona virus or any viral diseases



### Dive centers

Complete sanitization of centers, diving and water sports tools and gear. Sanitizers used should be according to the ministry of health's guidelines  
Sanitization of rental gear and tools taking every precaution to ensure safety especially with regulators, face masks and snorkels as well as the BCD and dive suits which should be fully immersed in the sanitizing material and then washed with clean water  
Complete sanitization of diving boats and facilities as well as adherence to social distancing protocols. Boats should not operate above 30% of their capacity for the time being. Moreover, this percentage will be gradually increased according to the designated authorities  
Strict adherence to the ministry of health's guidelines concerning operating swimming pools including the percentage and type of .sanitizers used. Swimming pools should not be allowed to operate if the water filtering system is broken or malfunctioning  
All the center's vehicles should be fully and regularly sanitized after each use  
Employees should adhere to all health and safety guidelines and wear masks and gloves and exchange them the moment they are contaminated  
Ensuring all divers are in good health and free from any corona virus related symptoms  
Observing social distancing protocols in and out the water and during diving  
Employees are required to wash their hands well before touching tools  
Never handle any gear or tools before they are fully sanitized

## Section within the facility

## Guidelines

### Tourist boats

Boats should operate within 50% of their capacity. Social distancing protocols should be observed in seat and table arrangements

All water activity tools on boats should be sanitized before use

Parties are not allowed on tourist boats

Open buffets are not allowed on boat trips, only seated dining and orders through food menus

Using disposable cutlery as much as possible and making sanitizers and sanitized napkins available on every table. Instructional signs should be also installed throughout the restaurant

Cooking staff should strictly observe all health and safety protocols including wearing masks, regularly sanitizing their hands, exchanging masks when needed, covering their heads and beards, wearing sanitary shoes (ones that don't affect food) as well as work gear and aprons

Hot food should be kept at a temperature exceeding 57 Celsius, and cold food below 5 degrees Celsius

Installing sign posts instructing employees on continual sanitization, social distancing, wearing masks and gloves as well cleaning all utensils

### Water sports and activities

Complete sanitization of all water activity gear after each use especially areas of contact

Ensuring both guests and employees sanitize their hands before using tools and equipments

Observing social distancing protocols in group activities, and complete sanitization of life jackets after each use

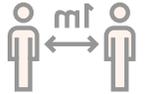
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## Crossings and borders guide



## Section within the facility

### Measurements in preparation for operating

### Regulations while operating and arrival of travelers

## Guidelines inside tourist camps

A thorough, complete and regular sanitization of all the facilities  
Cleansers and sanitizers must be readily available for the benefit of guests and employees  
Installing signs - and in different languages - everywhere reminding people to observe social distancing protocols and sanitize their hands  
Tourist companies should acquaint travelers in advance with regulations such as getting tested for corona virus, ensuring they do not suffer from any symptoms that may coincide with COVID19, waiting times, and everything else needed before their arrival to the crossing  
(Installing sanitizing devices on entry and exit points (arrivals and departures  
Using floor stickers at passport check counters, search desks as well as anywhere travelers tend to line up so as to make sure they keep safe distances  
Adhering to Aqaba's authority restaurants and cafés guidelines concerning food and drink at the crossing, as well as all that is related to tools, equipments, social distancing and the use of disposable utensils and cutleries  
Preparing all crossing's counters by installing plastic or glass shields to avoid direct contact between crossing's staff and travelers  
Installing signs everywhere instructing people on the right way to wear and dispose of masks  
Installing no-touch trash cans all around the crossing and use disposable trash bags  
Installing Temperature check devices at entry and points to check travelers' temperature by well trained employees"  
Masks and gloves should be readily available for both sale and distribution to travelers to be used all around the crossing"  
A room should be designated to the laboratory that will be conducting corona tests. The laboratory will bear the expenses of equipping the room with all the needed tools and equipments  
Educating employees on all aspects of the virus and its spread as well as health and safety protocols and how to deal with any suspected cases  
Use of water fountains is to be completely banned all throughout the crossing

All crossing and tourist companies' employees are strictly required to wear masks, gloves and continually wash their hands. Direct contact and touching of travelers is prohibited unless absolutely necessary, in that case they are required to sanitize their hands or tools afterwards  
Border security personnel who physically check people are required to wear protective face gear in addition to masks as an extra protective measure since they come in direct contact with people  
Entry to the crossing should be limited to border employees, tourism company representatives and travelers  
Full sanitization of all facilities with special emphasis on areas of contact every half an hour or after every use  
Continual efforts to advise travelers to observe social distancing protocols, washing and sanitizing their hands and staying away from crowded places  
Full sanitization of all employees before and after entering the crossing  
The use of banknotes is to be terminated all around the crossing, electronic payments are to be used instead



## Section within the facility

### Regulations concerning arrivals

### General guidelines

## Guidelines inside tourist camps

Tourist companies should advise travelers to abstain from travelling if one suspects any symptoms associated with Corona

Travelers are required to sanitize their hands and wear mask from time of arrival until crossing the border. Masks can be taken off only during searches and checkups. Children under the age of six are exempt from wearing them as well as people with certain health conditions

Masks should be exchanged frequently especially when contaminated or soiled making sure to always have extra masks at hands

Masks should be safely disposed of

Passengers should be tested for corona from an authorized laboratory prior to travel date, an employee should check test results at point of entry

Border employees should check travelers' temperature on regular basis, before, after and during their stay at the crossing

Full sanitization of travelers and luggage at crossing entrance

Passengers should adhere to social distancing protocol, keeping a distance of at least 1.5 meters. They are also to stay in line according to floor signs

Full adherence to social distancing protocols and frequently sanitizing hands

Washing and sanitizing hands every half an hour using sanitizers available all over the crossing"

A lab test of corona virus (Real Time PCR or Gene expert) at the crossing's lab is required (Keeping in mind it takes a four hour wait," and only ten minutes in the case of the express test). Having said that, the type of test is dependent upon the country of origin and ,the level of its virus spread according to the center for disease control

Proper and regular sanitization of all tools, equipments and crossing facilities

Only public transport vehicles that are already at the crossing and have permits are allowed to work

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# Thanks for your cooperation

We wish everyone safe