

# Health and Safety Protocol for Trekking Crew and Workplace

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## Guest Arrival

- Forms of greeting that involve physical contact with the guest should be avoided.
- Check the temperature of all the passengers before boarding.
- Guest luggage sprayed with a disinfection spray after off-loading, or wiped, and all handles and corners carefully wiped with surface sanitizer.

## Transportation of guests

- Ensure that the temperature of each guest is taken and logged prior to departure. Those with rise in temperature and/or visible symptoms should be documented and contact **Managing Director or General Manager** immediately. Any guest or trekking crew exhibiting flu-like or respiratory symptoms should not be allowed to board the vehicle, and the protocol for handling symptoms followed.
- Guest luggage shall either be sprayed with a disinfection spray after off-loading, or wiped, and all handles and corners carefully wiped with surface sanitizer
- Vehicles are required to have hand sanitizer and/or sanitizing wipes available to all guest and guest must sanitize hands before boarding the vehicle.
- Vehicle used to transport guests are fully disinfected at the end of the service, and daily for multi-day services.
- Gloves should be worn when handling and disposing of trash after each trek group.
- Clean and refill hand sanitizer and disinfectant wipe dispensers as needed.
- Clearly identify where guests should wait and strictly enforce physical distancing inside and outside of the property.
- Inform guests to dispose of any personal hygiene item, such as tissue in pedal bin available in vehicle
- Driver must wear mouth mask and gloves and maintain social distance.
- Both driver and trekking crew with double vaccination should be comfortable to take PCR tests if required.

- The representative must put on mask and take as much social distance as possible.
- Hand Sanitizer, sanitizing wipes and masks are available to all guests on board.
- Comprehensive First-aid kits in vehicle are fully equipped
- Only guests of same travel group places in same vehicle.
- Vehicles operate at 50% capacity to have a seat free next to each person.
- The seat next to the driver must be vacant.
- Keep windows open in a vehicle for ventilation.
- Ensure guests stay on the designated seats. No changing of the seats allowed.

### **Before starting the trekking/tour**

- Upon arrival trekking leader must provide a briefing to guests on new procedures including health and safety protocol. (no touching surfaces, keeping a safe distance, wearing a mask, washing hands frequently, etc.);
- The trekking guide must inform the group of how the visit will be carried out, the route and the rules and/or possible restrictions applied by the various providers (museums, natural areas, place of interest etc.).
- Forms of greeting and/or saying goodbye that involve physical contact with the guest should be avoided.

### **During Trekking and Tour Activities**

- The trek guide must always appear calm and confident in applying this protocol. Guests must be reminded of complying with this protocol of measures throughout the trip.
- Avoid greeting other trekking guides from other company, providers and visitors with physical contact, including shaking hands. Safe distances must be respected whenever possible.
- Hand washing before and after the visit and whenever equipment is shared is recommended. Also important after coughing or sneezing, and after touching potentially contaminated surfaces (knobs, railings, door handle etc.)

- Printed material such as maps, brochures, etc. should be avoided. If this is not possible, they should be plasticized, and be easy to clean and disinfect, or be disposable.
- The safe distance between the trek guide and guests, and between guests themselves, should be maintained throughout the trip. If this is not possible, a mask should be used and guests should be encouraged to use on too. Guests must be informed of this and whether they must bring a mask.
- Ensure that guests have access to hand sanitizer throughout the trip.
- Driver and trek guide should only make drop offs for the use of restaurants, and restrooms that have adopted improved health and safety measures.
- Avoid unplanned stops with guests that bring them in contact with other individuals.
- If a “prepared lunch” or snacks are provided by the NST to the guests, the food must be provided by an establishment that can provide a verifiable trail of how the food was handled and by whom.
- The tables for guests must be reserved in advance. Sanitize the table before used for another group.
- Vehicles shall not be allowed to make stopover at any other place apart from the prearranged designated point or areas
- Tips should be placed in a container and not physically handled.
- Handling of trekking equipment should be limited to the trekking guide or another designated employee.
- Sharing of equipment between guests should be prohibited. Reusable supplies (mobiles, headphones, and charger) should be thoroughly sanitized prior to use by any guest.
- Regularly use sanitizer when not wearing gloves and avoid passing the sanitizer bottle to another person.
- Promote good respiratory hygiene and hand washing and regular hand washing during preliminary briefing, and throughout trek.
- Make sure vehicle used to transport guests are fully disinfected at the end of the service, and daily four multi-day services.

- Where a protective screen or reusable mask is used, it must be properly disinfected after each use.
- Bring self-test kits, at least 5 for each local staff member
- Carry sufficient hand sanitizer, mask for staff and guests
- Perform daily screening and monitoring measures, such as asking about symptoms or checking temperatures.
- The guide open the door for the guests to minimize touching of door handles, etc.
- First Aid Kits with every Leader containing extra masks, disposable gloves soap and/or sanitizers.
- Advise trekkers to only shop from local shops where the owners are wearing masks and are not crowded.
- Make sure that the lodge owners and staff are maintaining proper protocol with clean and hygienic rooms and kitchen.

### **Camping Protocol**

- All tents must thoroughly cleaned and disinfected between uses.
- All safety equipment must thoroughly cleaned and disinfected.
- The dining tent should be well ventilated and large enough to have 1-meter space between trekkers.
- Warm washing water and soap provided outside the dining tent.
- Have separate bowls for trekkers for snacks so that trekkers are sharing serving utensils as little as possible.
- Have guide serve snacks, meals, and tea so clients do not share common plates and utensils
- Trekkers and staff inside the tent must leave a tent when they cough or sneeze, or at the very least cough into their elbow or shirt.
- Perform daily screening and monitoring measures, such as asking about symptoms or checking temperatures.
- Toilets should be away from food preparation areas. They should be clean and properly constructed.
- Place Hand Sanitizer push top container inside the dining tent and in front of the toilet tent.
- Make sure all toilet tents are well stocked with hand washing liquid and paper

towels.

- Make sure a full medical kit comprising additional masks, inhalers, disposable gloves, and thermometer.
- Bring some spare tents in case we need to separate people sharing a tent if one person is sick.
- If anyone is feeling unwell with symptoms of a cold, flu or possibly COVID that they should eat meals in their personal tent.
- Avoid using a common towel for drying hands, you need to air-dry your hands after washing them.
- The beds for each trekker are set up at a distance of two meters from each other and one camp must be set up at a distance of 30 meters from another camp.
- Consider ways to get into and out of the dining tent without having to use a common zip.
- Make sure the proper management of waste materials at the campsite.
- On a camping trek, space out chairs in the mess tent at least one metre apart and maintain ventilation. Meal service direct to your personal tent is available if you prefer.
- Provide meal service direct to personal tent of guest upon request.

### **Camping Food Preparation**

- Kitchen crew must implement rigorous hand washing, and sanitation procedure when handling any food for cooks, servers, and customers.
- Standard food safety field guidelines should always be employed, such as hand hygiene, utensil sanitation, food storage, and a three-sink method of dishwashing (wash, rinse, sanitize).
- Surfaces, tables, plates, containers and utensils should be sanitized before and after use.
- Food preparation procedures should carefully promote distancing and prevent surface contact. Measures could include designating a chef that is responsible for the whole process (instead of group cooking) and designating exclusive preparation areas.
- Snacks and uncooked food should be planned and handled appropriately to minimize chances of surface contact contamination.
- Consider providing individually packed snacks, such as pre-wrapped sandwiches, bars, snack mixes, fruit, etc. and coordinate the handing out in a sanitary way.

- Consider whether or not chefs, food handlers, or helpers should have coverings at all times.
- For eating, distancing and surface precautions also apply. Examples include: allowing for spaced serving and seating, minimizing the use of shared surfaces and increasing sanitation; consider designating spaced eating areas, handling of plates and handling out served food plates.

### **Implement monitoring and reporting (Trekking)**

- Prior to departing on trek and throughout the trek, a temperature check, altitude sickness, pulse monitoring and visual observation of symptoms should be conducted for each guest and logged.
- We will perform daily COVID screening and monitoring measures, such as asking about symptoms or checking temperatures. We will use a forehead thermometer scanner throughout the trip.
- When administering first aid, some distancing methods need to be adapted or cannot be used. The guide or trek leader must use Personal Protective Equipment - PPE such as face coverings and gloves.
- The recorded form must submit to General Manager upon returning from trip.
- If symptoms of COVID-19 or a strong suspicion that someone is infected, our Managing Director or General Manager is informed.
- All drivers, trekking crew and office employees are vaccinated and underwent health and safety training.
- Guides will carry appropriate satellite communications to report any emergency, evacuation of any sick, or potentially infected clients.
- Nepal Sanctuary Treks always follows local health and safety laws and regulations. It is therefore possible that some elements may change during your trip!

### **If a guest appears sick at pick-up**

- Explain to the guest the observation of flu-like or respiratory symptoms and advise that they will not be allowed to board the vehicle.
- Isolate guest from group until help arrives
- Immediately report incident to **Managing Director or General Manager** and have incident logged in incident log book.

### **If a guest appears to be sick during trek**

If guest or trekking crew is first observed to appears sick during trek

- Immediately report incident to Managing Director or General Manager and log in relevant incident log book.
- Isolate guest or trekking member from tour group until help arrives.
- Take the essential steps as per the advice of the medical personnel.
- Call **CIWEC Clinic** and adhere to the guidance provided.
- Disinfect the transportation vehicle using disinfectant before allowing trekking group to re-board. And inform accommodation provider to disinfect room after departure of guest.

### **Transportation**

- Non-urgent road transport: if isolation in vehicle is required – large plastic sheet, tape and pins to attach to interior surfaces. High density foam mattress, pillows and covers for patient to recline. Separate access for patient and other travellers/driver. Do not use recycle air conditioning.
- Emergency road transport: ensure ambulance has adequate ventilation and air conditioning. If using open windows, then protect patient from exhaust and dust pollution.
- Emergency air transport will be restricted to evacuation helicopter if weather conditions allow.

### **Hand Cleaning Etiquette**

- Wash hands for at least 20 seconds with soap and water after every contact with any items or surface or as per requirement.
- If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 70% alcohol may be used.

### **Also Hand washing must be done:**

- After blowing one's nose, coughing, or sneezing.
- After using the restroom.
- Before eating or preparing food.
- After contact with animals or pets.



- Before and after providing routine care for another person who needs assistance (e.g., a child).

### **Respiratory Hygiene**

Cover mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of instantly in a bin with a lid.

### **Safety and Health Measures at the Workplace**

- Follow standard procedures for waste management. Waste material produced during the cleaning should be placed in the unsorted garbage.
- Office sanitization by disinfecting surfaces such as tables, doorknobs, handles, keyboard, telephone, computers, light switches, chairs, etc. to be done at least twice a day.
- Hand sanitizers to be made accessible at common areas
- Avoid using and borrowing other's belongings for instance pens, water bottles, etc.
- Avoid sharing food or utensils
- Proper ventilation of the premises and limited use of controlled air appliances.
- Place minimum visible objects in on the tables.
- Ensure strict physical distancing in common areas such as kitchen, balcony, restrooms, and waiting area
- Place information boards in visible spots with clear hygiene and safety guidelines.
- Notify staff to stay home from work if they experience symptoms compatible with COVID-They are recommended to follow local public health guidance and seek medical assistance.
- Staff running temperature more than 98.6° F should be asked to return home
- Use hand sanitizer or wash your hands after every transaction
- Provide staff with tissues and waste bins lined with a plastic bag so that they can be emptied without contacting the contents
- Utilize online meetings facility as far as possible
- Washrooms, change rooms, and kitchen utensils to be cleaned and sanitized at every use with reliable disinfectant.



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