

Reopening Guidelines

Recommendations for reopening your St Maarten business - May 2020

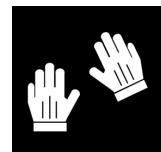
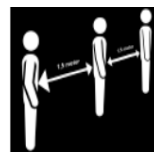
Introduction

Sint Maarten, like the rest of the world, is recovering from the global Covid19 pandemic and plans to gradually reopen businesses. Even though Sint Maarten is grateful for a relatively rapid containment of the outbreak on its soil, we still need to remain vigilant.

Included you find guidelines that are recommended by the Sint Maarten Hospitality and Trade Association, in an attempt to set a standard approach as a destination. As an association of independent members, SHTA's associates are at liberty to follow and adapt into their own guidelines. With the document below, we have tried to provide industry standards in order to make a visit to St Maarten pleasant and safe.

"Keep safe" and remain vigilant!

Sint Maarten Hospitality & Trade Association

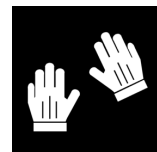
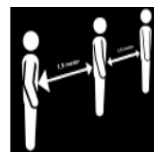


1: Business in General



1.1: Key recommendations to all businesses

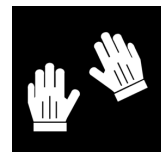
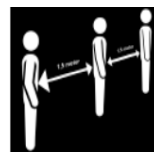
1. In general, SHTA recommends to practice (and will refer to) **social distancing and social hygiene measures** as described on <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>, most specifically hand sanitation (see chapter 1.6)
2. As no company is alike, **it is advised to create company specific guidelines for your own company of more detail than this guide is required**. This should contain use of Personal Protective Equipment per employee per task and timeframes for cleansing per space. In the back of this document more specific extra links are provided for. Businesses are recommended to review, update, and develop emergency plans for their organization, with special consideration on handling situations with increased risk of severe illness
3. **It is recommended to appoint a designated person in charge of all health and hygiene topics regarding COVID-19**. This person is recommended to have experience and followed courses in hygiene. We suggest this person to be in charge of the execution of the established guidelines and lead the implementation processes.
4. **We recommend to thoroughly train employees, and inform guests and customers clearly of your guidelines**. Sending visitors and customers your guidelines in advance of visiting your business helps them accommodate to your standards.
5. **We advise to keep a logbook of the important sanitation actions and measures carried out at what time and by whom**.
6. **We advise to place proper signage of guidelines, social distancing and other sanitation procedures clearly at the entry of your business, and preferably at more locations**. This is not just for repetition of your message towards employees, but also enhances clarity for the customer.





1.2 Employees

- SHTA recommends daily temperature checks of employees with a no-contact infrared thermometer. Regardless of the result, it is recommended to always remain alert of symptoms such as cough, runny nose or shortness of breath of employees.
- If any employee either displays bodily temperature of above 100.4 degrees Fahrenheit or 37.5 degrees Celsius refuses to have his/her temperature checked, it is recommended they be sent home and should not be able to enter work or serve customers.
- In case of suspected COVID19 cases we suggest to follow the national guidelines, to immediately call 911, inform CPS and follow protocol. For more information <http://www.sintmaartengov.org/government/VSA/Health-Updates/NOVELCORONAVIRUS/Pages/default.aspx>
- We suggest employees to follow the safe distancing protocols and the guidelines for the use of Personal Protective Equipment (PPE). Depending on the frequency of the task in the business hygiene plan (1.1), employees should be provided with enough PPE for safe execution of tasks and receive new PPE at designated locations as stipulated by the specific business plan. Face masks when worn should protect the mouth and nose area while interacting with colleagues. Employees may be required to wear protective gloves for one specific task at a time such as laundry attendance.
- Employers are responsible for providing the appropriate protective equipment for their workforce.
- We suggest to conduct a detailed training workshop for all employees to review and to train them of your specific business hygiene plan. The use of PPE and to secure commitment to its implementation and continued use. We advise to ensure that everyone in the staff is aware of the signs and symptoms of COVID-19, and what to do if a staff member or customer become symptomatic.
- Knowledge of the guidelines can be strengthened by having employee handbooks and documents signed and acknowledged by employees.
- We recommend to identify a protocol to protect those employees that are at high risk or vulnerable; for example by assigning special tasks in low contact areas or offering the ability to work from home.
- If applicable, we advise working from home if possible – especially for risk groups.

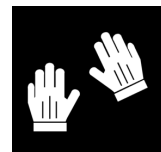
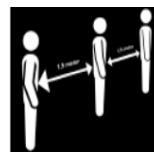


- We advise to provide hygiene materials such as tissues and hand sanitizer stations for all offices / rooms of your business; especially at the entrances.
- We suggest to discourage workers from using phones or personal screens during shifts unless it is an urgent matter; and inform them of the need to clean these devices regularly as well.
- We recommend to make sure the health and safety signage promoting and repeating guidelines regarding hygiene and hand washing are displayed in the employee break areas.



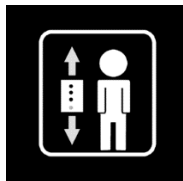
1.3 Public areas – front desks, receptions, counters, lobbies, waiting areas and offices

- It is advised to ensure that employees, customers and / or guests are aware of the regulations and procedures per the business hygiene plan.
- The use of physical barriers such as glass, plexiglass or acrylic “sneeze guards” is highly recommended for areas such as counters, front desks or service stands.
- We suggest to encourage cashless transactions or introduce digital payments. The use of touchless payment methods are highly encouraged. It is recommended to avoid using devices where customers need to touch a screen, button or hand over a credit card.
- In case a business cannot use touchless payment processing systems, it must provide customers with an antibacterial wipe, swab or plastic covering to avoid direct contact with the unit. The attending employee is recommended to disinfect the unit after each use, even when customer uses a swab. . Also be mindful about pens changing hands for required signatures on CC Slips and other seemingly minor exchanges of contact.
- When handling a credit card, sanitizing wipes are encouraged to be provided and used to disinfect the card .
- It is recommended to wipe and disinfect the counter surface after every customer interaction.
- We advise to use appointment systems to avoid queues whenever possible. Mark lines on the floor to indicate the 2 meter distance anywhere where people tend to wait in lines It is advised for Businesses to review the receiving protocols and secure proper hygiene for supplies deliveries.
- We recommend to appoint self-evident (or sign guided) waiting areas where customers can keep six feet distance from each other. Areas where lines are formed should be clearly marked with floor decals or markers clearly indicating the appropriate physical distancing space. This includes but is not limited to front desks, entrance areas, reception, elevator lobbies, restaurants.
- Reception and front desks should have emergency phone numbers immediately available the telephone numbers of the health authorities, ambulance, CPS and SMMC, for use whenever



there is the possibility that a guest may be ill. In addition, management and other emergency personnel contact phone numbers must be readily available and updated. **Number 914 functions as the COVID19 number; whereas 911 functions for other emergencies.**

- All handles, counters and elevators are to be completely sanitized and disinfected in a frequency according to government guidelines
- Use of self-service water, coffee or snacks stations are discouraged.



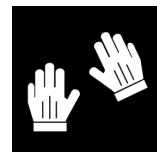
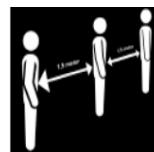
1.4 Elevators

- We recommend social distancing should apply to the elevators. Only very limited amounts of persons should be allowed at once in an elevator, depending on the size of the elevator and as submitted to the business hygiene plan under chapter 1.1. Signage should be outside each elevator floor indicating guidelines.
- We recommend that the business hygiene guidelines are easily visible inside the elevators and have its floor and buttons regularly sanitized.



1.5 Hand washing and sanitation as most important step in outbreak prevention

- Every business is recommended to have hand sanitizer dispensers readily available for all employees and customers. These must be strategically situated in common public areas including the entrance to the business, front desk, concierge stands, lobbies, elevator lobbies, and outside each bathroom location throughout the facilities. The stations must be visible for all, and the use of it must be complimentary. When possible, it is recommended to provide touchless stations.
- Hand sanitizers can be used as an additional measure but should not replace ubiquitous emphasis on handwashing. Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water. Hand disinfection must take place after exchanging objects (money, credit cards) with guests. We suggest to follow these five steps every time, as recommended by US CDC (United States):

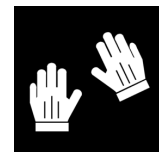
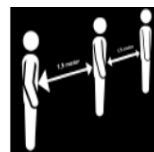


1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
 2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
 3. Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
 4. Rinse your hands well under clean, running water.
 5. Dry your hands using a clean towel.
- Handwashing should be done when going to the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.

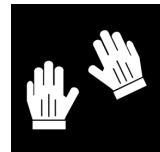
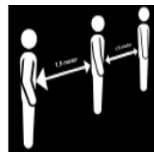


1.6 Cleaning .

- For cleaning, SHTA recommends making use of CDC and EPA-approved disinfectants of above 70% with claims to be effective against viruses, bacteria and other airborne and bloodborne pathogens. The list of approved products can be found at EPA, <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- Clean and properly disinfect surfaces regularly and increase the frequency based on traffic and guidelines from various authority (<http://www.sintmaartengov.org/government/VSA/Health-Updates/NOVELCORONAVIRUS/Pages/default.aspx>) for its sanitation.
- This list helps for suggestions for cleaning all soft or porous surfaces (e.g. Sofa, rugs, drapes) with appropriate cleaning products.
- We suggest to regularly wipe and disinfect high-touch areas such as door handles, light switches, safes, coffee machines, refrigerators, touch screen computers, elevator buttons and in case of hotels-- tv remotes. Frequency can be determined in your business hygiene plan as per our general recommendations under 1.1.
- Restrooms are recommended to be cleaned regularly.
- Waste is recommended be handled with gloves and bagged properly, and bins to be emptied regularly. In case of disposing Personal Protective Equipment (PPE), SHTA suggests to follow the safety disposal protocol established by the CDC and the WHO. (https://www.who.int/emergencies/diseases/novel-Coronavirus-2019/advice-for-public/when-and-how-to-use-masks?gclid=EALalQobChMIgpyzsMSi6QIVQcDICh07jQCxEAAAYASAAEgLkR_D_BwE)



- Air conditioning is suggested not to be overlooked and to be properly cleaned, including the cleaning of the filters at regular intervals.
- Shared break and kitchen areas, including appliances also require a regular, wipe down with the appropriate disinfectant.



2. Specific businesses



The below guidelines and recommendations are intended to be implement in addition to those previously listed in section 1.

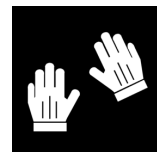
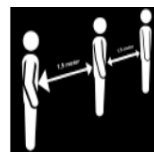
2.1 Hotels & guesthouses

- It is suggested to implement a temperature monitoring protocol using touchless thermometer for all guests and customers.
- Consider contactless check-in and check-out. If this is not possible, we advise to create a separate check-in and check-out area if front desk area is expected to get over-crowded.
- Advise guests to inform about their check-out plans so that bills can be ready at the expected checkout time.
- Properties are recommended to have immediately available to use disinfecting wipes readily available for guests or employees for the luggage disinfection upon entry.
- Guests are recommended to wear masks in public areas when interacting with employees or staying guests outside the persons travel group. If guest does not have a mask, lodging property staff is responsible to provide guests with one. A mask can be offered either on a complimentary basis or sold at cost.

Rooms

- We recommend to suspend mini-bar service and in-room sale of items until further notice. Fridges would not have to be removed from the room, but it we recommend it to be properly cleaned and disinfected regularly.
- Rooms should be preassigned as much as possible to avoid waiting and unnecessary physical contact.
- We suggest to provide summaries of your hygiene protocol and PPE offer in rooms
- Providing disinfectant dispensers in every room can further add to both feeling of comfort and overall hygiene.
- It is suggested to do touchless (closed door) delivery of ordered items. Room service should avoid entering the room.

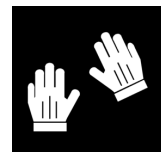
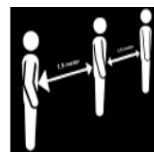
Pools, Jacuzzis, Hot Tubs and Beach Area



- Pools, if treated in regular manner, have been found to be sooner disinfecting than spreading viruses <https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>) We suggest to put extra effort in international standards of reinforcement and application of pool maintenance (see for guidelines <https://www.phta.org/>)
- Chairs and tables must be reconfigured to secure safe separation of at least 6 feet between guest or parties.
- Each chair and table must be disinfected before and after each use.
- We discourage self-service towel management . Towels must be handed by an employee wearing the appropriate protective gear. For properties without pool and beach attendants, it is recommended to leave the towels inside the guestrooms as part of the housekeeping service.
- Just like on land, we recommend social distancing must be safeguarded by all guests while inside the pool, jacuzzi, hot tubs or beach.
- We suggest to provide ready to use disinfectant wipes stations in strategic locations around the pool lounge and beach chairs area to facilitate the disinfection of surfaces.
- Avoid sharing beach equipment (like snorkeling equipment, and floatation devices etc)

Housekeeping

- Guests are advised to be provided the choice of opting out of receiving housekeeping and/or services in their rooms
- It is suggested to wash bedcovers regularly. Sheets and linen are recommended to be machine washed at 70° F or more. Use disinfectant in linen wash. Follow the CDC high level infection control procedures to collect, wash and dispose laundry.
(<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html>)
- We advise linens only to be transported in sealed bags, and to disinfect all barrows after and before each use.
- We suggest that depending on task and PPE allocated as described in the business hygiene plan, housekeepers wear a mask, single-use gloves and closed shoes when servicing each room.
- An enhanced room cleaning and disinfection protocols should be designed and implemented for situations in which there are confirmed or suspected guests with COVID-19.
- Staff responsible for luggage should wear proper PPE when handling luggage and social distancing.





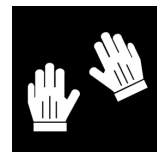
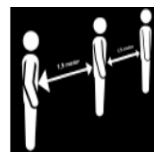
2.2 Supermarkets & Stores

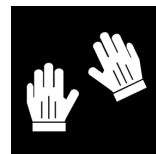
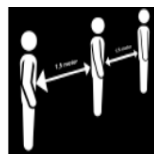
- We suggest to encourage shopping trolley usage for customers if applicable.
- Wipes for the trolleys should be available to clients. Hand Sanitizers' at entry points for clients and employees.
- Make a one-way direction flow within stores indicated clearly to shoppers and possibly limiting the number of customers and staff simultaneously in the premises to minimizing breaking social distancing.
- We recommend to disinfect vehicles after delivery purposes, and trolleys after and in between each use.
- We advise to clearly designate pickup areas for preordered packages to minimize contact; separate from the main shopping entrance whenever possible.
- It is suggested to establish (and maintain) hours of operation that permits access to high risk individuals: Pregnant Women, Disabled and Elderly
- Queues & Check-out lines are recommended to adhere to social distancing guidelines and implement screens and protective barriers between staff and customers.
- Minimize contact and implement self-check out if possible.



2.3 Spa, Gym and Fitness Centers

- If reopened, we suggest that Spas, gyms and fitness centers receive increased standards of social distancing and hygiene
- Extra attention is recommended for high-touch areas, such as weight equipment, treadmill interfaces and handrails, yoga mats and exercise balls.
- We suggest one designated cleaner with full attention for each of aforementioned spaces
- Hand Sanitizer is recommended to be available by the entrance, as well as disinfectant wipes readily available for guests to use to wipe down equipment when finished
- Consider the gym, as well as the spa, to be open on appointment only to avoid crowds.
- Gym and Spa visitors should be required to change in their rooms, and use the bathroom there as well.

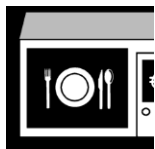






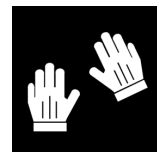
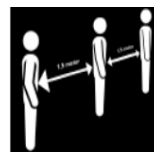
2.4 Bars

- We recommend social distancing to be applied at the bar area
- Implement extended barriers to limit open spaces between clients and bar tenders.
- Bar seating is advised to maintain the 6 feet safe distancing between various visiting parties, avoid congregation of patrons.
- Encourage table seating if possible, to avoid gatherings and additional interactions.
- Surfaces must be sanitized after each guest (bar top, chairs and railings for example).



2.5 Restaurants & Food & beverage

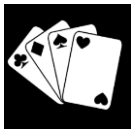
- We recommend Management to rearrange the floor plan to secure a minimum of 6 feet between seating areas and tables and avoid congregation of patrons; educate staff not to rearrange.
- We encourage the use of appointment slots as much as possible for restaurants. Have tables ready to avoid mixed groups waiting.
- Guests should be encouraged to wash or sanitize their hands before seating.
- When appropriate and practical, especially in booth seating setups, physical barriers such as acrylic shields are of added value.
- Waiting area and host stand are recommended to incorporate the 6 feet social distancing minimum standard. Decals on the floor should be placed to mark where consumers should stand while waiting for service.
- Use of communal tables are discouraged unless proper 6ft safe distancing is applied between guests.
- Employees should be encouraged to wear protective face masks during shifts. Gloves are required to those employees serving or handing items to customers
- All table and surfaces are advised to be thoroughly sanitized after each service. This includes dining tables, bar surface top, chairs and stools.



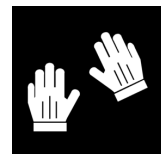
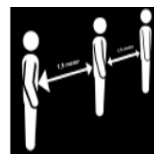
- Reusable menus and wine lists are recommended to be cleansed thoroughly with disinfectant, disposables must be thrown away after visits. Consider digital menus to make choice easier and touchless.
- It is important that table presets are not exposed. Cutlery, glasses, napkins and any table setting such as candles and flowers must be brought to the table by the wait staff after customer is seated.
- We recommend condiments to be single use. These includes salt and pepper, spices, ketchup, mayonnaise, mustard, hot sauces, sugar
- We suggest to discourage self service mints, matches, toothpicks and any amenity for customers to take
- We advise not to use buffet style serving, salad bars and self-serving service food options, but to have employees serve buffets or order a la carte .

Food & Beverage / Kitchen

- As was the case before the COVID19 pandemic, all employees need to have food handlers permits
- Cleansing procedures must be written and shared with personnel. All restaurant management and kitchen staff are encouraged to revise the Managing Operations according to the food handlers guidelines.
- We advise to secure that dish washing machines are operating at the required wash and rinse temperatures and ensure that the restaurant is using the appropriate detergents and sanitizers.
- All kitchen and back of the house staff are encouraged to wear face masks, single use gloves and hair nets.
- We suggest to apply social distancing in kitchen constraints as much as possible; staff can be organized into teams to reduce interactions between teams.
- If feasible, kitchen workstations should be placed in such a way that the staff is not facing each other and can maintain appropriate safe distance when possible.
- We support the limiting of customers' and the public's access to the kitchen, storage and staff areas even more than before – for example by signage.
- Vendors are recommended to be advised on how the business will accept goods and what type of protective gear the delivery staff needs to be wearing when making a delivery.



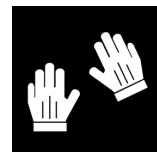
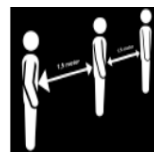
2.6 Casinos



- All social distancing guidelines as per WHO are recommended to apply to casinos, as well as general business recommendations above.
- Security staff will still need to ask guests to briefly lower their masks for age and identification purposes.
- Must describe the health and safety protocol established by the casino, and their right to request disinfection of surfaces, seats and equipment at all times.
- Personal Protection Equipment: All employees and guests must always wear a face mask while in the casino.
- Mouth and nose must be covered. Eyes must be clear from the covered area.
- The use of gloves is required for table games where customers touch playing cards, chips, and dices.
- It is recommended to have a dispenser in every gaming table.
- Ready to use sanitizing wipes must be readily available for guests who want to sanitize their game stations prior to use.
- Gaming tables, table rails, chairs, handrails and cup holders are advised to be sanitized when each guest leaves a game.
- Slots are recommended to be sanitized after each player abandons a station or once every 60 minutes for the unused stations.
- Consider a special sanitation log per table and machine
- We advise gaming chips must be cleaned and disinfected regularly, and playing cards and dices to be replaced daily and disinfected properly when not disposed.
- We suggest Casino management should rearrange casino to secure the recommended safe distancing between players and play stations. If every other slot machine is turned off and chair removed, this will automatically enhance social distancing – we recommend paying attention to the back of the player as well.
- There must be safe distance to walk while players are seated.
- Table Games are also advised to be reconfigured and have chairs removed to secure distancing. If based on regular configuration, every other chair is removed, this provides close to the needed space.
- Cage area is recommended to have clearly marked waiting lines applying social distancing
- Dealers should make sure no congregation takes place around the players.

2.7 Group Transportation / Tour Operators

- It is recommended for drivers to clean and disinfect a vehicle (car, van or bus) after each passenger drop off, and before picking up new riders.
- It is advised for vehicles to have hand sanitizer readily available for all passengers



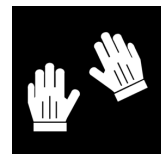
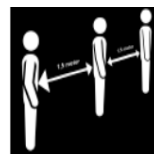
- We suggest drivers to encourage passengers to sanitize their hands before boarding the vehicle.
- We strongly advise driver and passenger to always wear a face mask and wear gloves when handling doors, luggage and passenger's personal property.
- When possible, we recommend the driver section to be segregated with a temporary plastic, acrylic or transparent sheet.
- For visitor experience, hygiene guidelines could be placed in the seat back pocket of the driver seat, and easily visible by the riders; these should also be sanitized.
- Special care needs to be taken with public transportation and the exchange of currency and shared seating. It is recommended to limit the number of passengers allowed to ride at one time.

3. Sources

Further sources SHTA recommends for updates and design of detailed business hygiene plans:

Business in general:

- CDC Use of PPE Guidelines: <https://www.cdc.gov/hai/pdfs/ppe/ppeslides6-29-04.pdf>
- World Health Organization (WHO): <https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf>
- CDC building disinfection <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
- CDC Business response <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
- CDC home disinfection <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html>
- CDC Reopening Guidance <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>
- ECOBNB Preparing your hotel after COvid19: <https://ecobnb.com/blog/2020/04/covid-coronavirus-prepare-hotel/>



- CDC Handwashing guidelines <https://www.cdc.gov/handwashing/when-how-handwashing.html>

Supermarkets and other Retail stores;

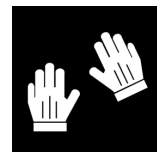
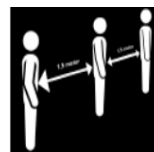
- Guide for supermarkets, stores and grocery stores NECSI <https://necsi.edu/coronavirus-guide-for-supermarkets-grocery-stores-and-pharmacies>
- Memo of US Retail Associations: <https://rilastagemedia.blob.core.windows.net/rila-web/rila.web/media/media/pdfs/committee%20documents/coronavirus%20documents/final-reopen-retail-blueprint-rila-nrf.pdf>

Restaurants, food & beverage

- Government Australia: <https://restaurant.org/Downloads/PDFs/business/COVID19-Reopen-Guidance.pdf>; https://www.foodauthority.nsw.gov.au/help/covid-19-advice-for-businesses#.XqycB_ve55k.email
- Government Sweden: <https://www.folkhalsomyndigheten.se/the-public-health-agency-of-sweden/communicable-disease-control/covid-19-new-legislation-for-restaurants-bars->
- ASORE Restaurant Reopening Guide https://asorepr.com/wp-content/uploads/2020/04/ASORE_Nuestro_Compromiso.pdf
- FDA Hazard Analysis Critical Control Point (HACCP): <https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements/hazard-analysis-critical-control-point-haccp>
- National Restaurant Association: <https://www.restaurant.org/Home> ; <https://www.nrn.com/operations/national-restaurant-association-releases-coronavirus-reopening-guide-industry>

Hospitality:

- See caribbeanhotel.org/covid-19 for regional tools, best practices and updates.
- Register for CARPHA's Tourism Health Information System (THiS) <http://this.carpha.org/>
- https://frla.org/wp-content/uploads/2020/04/FRLA-Reopening-Guidance-COVID-19-FINAL.pdf?mc_cid=3ef71f2a6a&mc_eid=%5BUNIQID%5D
- Operational guidelines accomodations: http://tourism4sdgs.org/covid19_initiatives/operational-guidelines-for-covid-19-management-in-the-accommodation-sector/
- CDC <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
- US Department of State: <https://travel.state.gov/content/travel/en/traveladvisories/ea/covid-19-information.html>
- US Travel Association: <https://www.ustravel.org/toolkit/emergency-preparedness-and-response-coronavirus-covid-19>



Company action checklist:

- ILO / IOE: https://www.ilo.org/wcmsp5/groups/public/---ed_protect/---protrav/---safework/documents/instructionalmaterial/wcms_741813.pdf

Non-public documents used for guidelines:

- Puerto Rico Tourism Company - <https://prtc-covid19.com/knowledge-base/health-and-safety-destination-wide-program/>

