

Establishment of a European certification procedure in the tourism industry for the period after COVID-19

With regards to our economies, the corona pandemic is undoubtedly one of the largest global turning points since World War II. Therefore, the consequences and the impact of this crisis will be huge, and society as a whole will have to reposition itself. This does not only apply to our private environment through measures such as social distancing, but also to the industrial and economic sector. The vulnerable travel and tourism industry will have to come up with bold ideas if it wants to successfully exist in the future. Particularly, the tourism industry with its tight networking all over the European Union will have to provide measures which positively influence its credibility towards consumers. The limitation of fundamental rights such as freedom of movement and the re-implementation of border controls within the Schengen area have left EU citizens and people from third countries with uncertainty. Since it cannot be anticipated as to when an adequate vaccine will be available on the pharmaceutical market, it is of paramount importance to safe human being from further infection. As a result, new measures are required in order to keep the tourism industry going, and one of these new measures can be the implementation of a European Certification Procedure with the aim of establishing uniform and tested standards.

Why?

The potential risk of an infection whilst being on vacation or traveling is immanent and real, and it is hard to argue the opposite. As a consequence, people who are willing to go on holiday will look for some orientation as to how they can minimize the risk of an infection, and they may demand security standards for their families and themselves. Travelling, especially travelling abroad will only be considered as an option if there are facilities, which provide a lasting and secure impression. The EU can provide such an option by establishing a certification process which could be carried out by public authorities or, if necessary, by neutral third parties (in Germany, for example, TÜV, DEKRA, etc.).

The aim

The implementation of a hygienic certificate, also serving as a 'psychological quality certificate'
For example: 'This hotel / resort / park etc. complies with the provisions of European certification number xyz ("hygienic and psychological certificate »)'

Which areas need to be standardized and certified? (list is not exhaustively)

- 1. Environmental hygiene (disinfection infrastructure, ventilation systems, cleaning intervals, etc.)**
- 2. Personal hygiene (wearing masks and gloves is required, etc.)**
- 3. Food hygiene (packaged food and towels; open buffets can be viewed but locked; output only by staff etc.)**
- 4. Social distance (reorganization of the operational process – restricted reception of customers at the reception desk; prior consultation of meal times and the provision of enough space for keeping distance whilst eating; time-delayed offers in the area of animation programs; sufficient distance in the lounges on the beach; if need be, electronic wristbands with a distance signal, etc.)**
- 5. Health measures (fever measurement for ‘new arrivals’, mobile medical teams, etc.)**
- 6. Information policy (multilingual visible notices, be it on screens or paper; preparation of information via app; reminding calls or reminders via hotel app etc.)**
- 7. Personnel policy (serving food by staff rather than offering open buffets; disinfection teams, etc.)**
- 8. Automation (with the aim of leaving more flexibility for staff members, for instance, some areas could be further automated by e.g. replacing washing personnel with large dishwashers and putting the washing staff to other areas; automating waste disposal if possible; introducing card payments and reading devices, etc.)**

This certificate will be based on an evaluation form, which will include the criteria to be fulfilled in order to be eligible. Touristic enterprises could obtain the Certificate if they meet the necessary conditions as a result of the audit carried out by an international certification institution, in cooperation with the international hygiene and cleaning material supplier organization with which they cooperate.

Here are the categories to be evaluated with the few examples of criteria to provide (this list could be further developed and improved according to expectations).

Best regards



Ismail Ertug



ACCOMMODATION FACILITIES

EVALUATION FORM

A. MANDATORY APPLICATIONS

PROCESS MANAGEMENT, STANDARDS, PREPARATION OF PROTOCOLS

- Is there is any plan or procedure regarding Covid-19 and hygiene practices throughout the enterprise?
- Are these procedures or protocols followed by all departments and units within the hotel?
- Are inspections carried out on a daily basis and are there any checklists for monitoring and documentation ?
- Abiding social distance in all areas: Is there any plan for social distancing?
- Is the process and all applications recorded on a regular basis?
- Are there any training measures as to how plans and protocols can be applied in the context of Covid-19, and are there any best practices with regards to hygiene in the enterprises?

B. GENERAL APPLICATIONS TO BE SETTLED IN ENTERPRISE

- Are there any arrangements indicating social distancing, e.g. by marking the ground with adhesive tape, and drawing lines in areas such as the reception desk or areas where crowds can be expected ?
- Are there any measures to be called in the event of an emergency and have these measures been defined?
- Masks, hand disinfection, general area disinfection and cleaning materials should have certificates.
- Is information such as brochures and notes available for guests in order to familiarize themselves with the practices taken in the hotel?
- Are there trainings and activities on personal hygiene for minors?
- If a visitor shows any sign of illness (coughing, weakness, high temperature, etc.) at the entrance or during their stay, will he or she be provided with any information on the staff's response plan?
- Is the cleaning and disinfection (including filters) of the entire ventilation system carried out periodically throughout the entire facility?

C. GUEST'S ENTRANCE TO THE HOTEL

- Are masks being provided at the entrance of the hotel for guests who do not wear any?
- Has disinfection been placed at the entrance of the hotel?
- Are there measures of determining the temperature of guests when entering the hotel?
- Is there any information about the measures and practices regarding hygiene in the context of Covid-19, and are these rules abided at the reception?
- Are guests being informed about compliance measures and rules of social distancing, especially in elevators?

D. MEASURES AND APPLICATIONS TO BE TAKEN FOR THE STAFF

- Is the body temperature measured and recorded during the arrival and departure of staff?
- Is it possible for staff members to work in similar shifts (if possible)?
- Is staff periodically trained to increase personal hygiene awareness in order to ensure that the necessary measures and action plan for COVID-19 are implemented?
- Is there an arrangement taking into account the distance rule between the employees in the cafeteria, rest areas and dressing areas?
- Is there a wall-mounted disinfectant in staff duty and rest areas?
- Are clothes and shoes of the personnel disinfected with appropriate methods and materials?
- Is there any protective equipment that the personnel should use and is staff adequately supplied? Have the necessary notifications been made to inform staff members on the usage of the equipment ?
- Are staff trainings, motivation and psychological sessions recorded in their personal files?
- Do the employees themselves apply the rules of social distancing during their shifts?

E. REGULATIONS IN GENERAL AREAS

a) *Bedrooms*

- Is the form for the daily room cleaning filled and stored by the relevant manager after the cleaning?
- Are the water heaters, television and air conditioning controls in the rooms disinfected once every guest has left the hotel?
- Is it possible to leave 12 hours of empty space for a new use after emptying the bedrooms?
- Is there a hand disinfection in floor corridors, stairwells or near the elevator?
- Is it possible to wash these products separately from other materials after waiting 72 hours (or can laundry be put outside the hotel)? E.g. all textile materials such as bed linen should be put in separate bags if a guest, who is diagnosed with COVID-19, has left the hotel?

b) *Kitchens*

- Kitchens should be cleaned according to the protocol prepared by the hotel management. Are these cleanings checked and recorded by the relevant manager?
- Have measures been taken to disinfect fruits, vegetables and salads before their useage?
- Is the practice of separating raw and cooked foods from each other maintained in order to prevent harmful microorganisms from moving from raw foods to ready-to-eat foods?
- Are clean disposable gloves used by personnel during work to prevent contamination?
- Are the processes of purchasing, storing, preparing and presenting food to the service abided by the hotel management, and are these processes recorded?

- If containers, apparatus, machines, tools and equipment have been used in the kitchen, are they cleaned and disinfected accordingly?
- Did the employees report any situation in case there is suspicion of Covid-19 or signs of illness to the relevant manager?

c) Eating & Drinking Units

- Are Food & Drinks units cleaned according to the protocol prepared by the management, and are they checked and recorded by the relevant manager?
- Is staff using personal protective equipment (disposable gloves and gowns, surgical masks) during work?
- Is service equipment regularly disinfected in food & beverage areas?
- Is there an arrangement for guests to stay at the same table in similar time intervals during their stay (as far as possible)?
- If the "Open Buffet" practice is to be maintained, have social distancing measures been taken to prevent hygiene and contamination?

d) Meeting Rooms

- Are the meeting rooms cleaned in line with the protocol which is prepared by the hotel management, and is the relevant manager overlooking the situation?
- Is hand disinfection placed at the entrance of the room?
- Is the technical equipment (microphones, radio, telephone, screens etc.) in the rooms regularly disinfected?

e) Swimming Pools and Beaches

- Swimming pools and beaches need to be cleaned in line with the protocol which is prepared by the hotel management. Is the relevant manager overlooking the situation?
- Have the necessary measures been taken for social distancing rules in swimming pools, sun loungers and living areas?
- Have the necessary precautionary measures been taken in order to prevent guests showing signs of illness of using the pool??
- Toilets, showers and changing cabs around the pool and beach need to be cleaned and disinfected at regular intervals. Is the control chart signed by the relevant personnel and are the tables adhered to?

f) Fitness Centers & SPA

- Is the Fitness Center & SPA cleaned according to the protocol prepared by the hotel management, is it recorded and checked by the relevant manager?

- Is the placement of the sports equipment taking social distancing into account?
- Is there disinfection for the guests and are there social distancing signs at the entrance of the hall?
- Does the staff use personal protective equipment (disposable gloves and gowns, surgical masks) during work?

g) Animation Rooms

- Is there a maximum of people reminder in the animation program?
- Is the diluted seating arrangement applied in the amphitheater or in the animation hall?
- Is there a distance warning during the program?
- Are there any reminders that no other guests will be invited to the scene?
- Are the above mentioned reminders or available in at least three languages?

h) Sales Places

- Is the number of authorized customers mentioned at the entrance according to the capacity of the store area?
- Is it stated that wearing a mask is mandatory?
- Is there a warning on social distancing?

F. SECURITY

- Are disinfectants and masks placed at the hotel entrance?
- Have security employees been trained on COVID-19?
- Have measures been taken for employees to use hygiene materials at entry and exit, to reduce physical contact and to maintain social distance?
- Is there any control with a thermal camera or thermometers for employees and incoming visitors at the entrance before starting work?
- Have quarantine areas been identified in case of emergency?
- Does staff change gloves after every manual call?
- Do the security staff have sufficient information and equipment about the guests' check-in processes?
- Have the existing evacuation, emergency plans and risk management processes been re-organized, particularly considering the pandemic?

G. REST ROOMS

- Are the rest rooms cleaned according to the protocol prepared by the hotel management, are they checked and recorded by the relevant manager?
- Are trash cans and other cleaning equipment, which is used periodically, disinfected?
- Is there any schedule for general cleaning, and is this schedule for the entire hotel controlled and signed by the relevant members of staff after the cleaning?

H. HOTEL VEHICLES

- Are hotel vehicles cleaned according to the protocol prepared by the hotel management, and is the relevant manager monitoring the situation?
- Considering the social distancing rule; Have arrangements been made regarding the carrying capacities of vehicles and the in-service seating arrangement?
- Are the vehicles regularly ventilated?
- Are there enough masks for vehicles and are guests provided with enough antiseptics?

I. WASTE MANAGEMENT

- Is 'waste management' implemented according to the protocol prepared by the hotel management, and are these measures recorded and checked by the relevant manager?
- Has the hotel management appointed an officer to follow the entire process on waste management?
- Are the necessary cleaning, disinfection and disinfection processes carried out in the garbage rooms periodically?

J. VERMIN

- Is responsible personnel determined to deal with vermin?
- Does staff use personal protective equipment (disposable gloves, surgical masks, bonnet, face / eye protection visor, boots, overalls) during the work?
- Is there any plan or strategy as to which measures shall be taken if vermin is detected somewhere in the hotel (e.g. possible entry points, countermeasures)?

K. PURCHASE, GOODS ACCEPTANCE AND STORAGE

- Is the whole process of purchasing being followed? How are goods stored and is the relevant hotel manager monitoring the situation?

- Have the necessary measures for minimum human contact with the goods been remembered? Can the supply chain be followed (from the supplier to the warehouse)?
- Are purchases made by the purchasing unit primarily preferred from suitable products and packaged products from licensed suppliers?

FOR EATING AND DRINKING FACILITIES

A. GENERAL APPLICATIONS TO BE MADE IN ENTERPRISE

- Are there any arrangements indicating social distancing, e.g. by marking the ground with adhesive tape or drawing lines in areas where crowds can be expected, including entrance halls and reception desks? ?
- Are there any measures to be called in the event of an emergency and have these measures been defined?
- Is there any information such as brochures or notes available in order to guideline guests on the measures and practices taken in the hotel facility?
- Is there any arrangement with regards to teleconferencing as well as employee training programs in order to improve distance education (e-training)?

B. INTRODUCTION OF THE GUEST TO THE FACILITY

- Is disinfectant placed at the facility entrance?
- Are the guests provided with written information about the measures and practices regarding hygiene with Covid-19 and the rules to be followed by them?

C. MEASURES AND APPLICATIONS TO BE TAKEN FOR THE STAFF

- Is the body temperature measured and recorded during the arrival and departure of the personnel?
- Are measures taken for employees' entry and exit, to use personal protective equipment and hygiene materials, to reduce physical contact and to maintain social distance?
- Is the staff periodically trained to increase personal hygiene awareness and ensure that the necessary measures and action plan for COVID-19 are implemented?
- Is it possible for the staff to work in the same shift as much as possible?
- Do members of staff wash their hands regularly with soap for at least 20 seconds, particularly before and after meals, during cleaning and after using the toilet?
- Do employees suffering from a temperature, cough, shortness of breath and other symptoms stay isolated from other employees in the workplace?
- Is the equipment, tools and equipment used by the personnel disinfected?

- Is enough protective equipment which is needed by members of staff provided? Have the necessary notifications regarding the usage of such equipment been made?
- Is there any information about family members of employees, in particular whether there are signs of Covid-19 or traveling abroad in the last 14 days, through a form?

D. KITCHEN

- Kitchens are to be cleaned according to the protocol prepared by the business management. Are they checked and recorded by the relevant manager?
- Is there a hand disinfectant at the kitchen's entrance?
- Does staff working in the production and presentation phase and in contact with food use personal protective equipment (disposable gloves and gowns, surgical masks, shoes, shoe covers, etc.)? Are disinfectant mats used in the business entrances?
- Have measures been taken to disinfect fruits, vegetables and salads before use?
- Is there any practice of separating raw and cooked foods from each other in order to prevent harmful microorganisms from moving from raw foods to ready-to-eat foods?
- Are the processes of purchasing, storing, preparing and presenting food to the service recorded according to the protocol prepared by the business management?
- Do employees report suspicious situations of Covid-19 or other signs of illness to the relevant manager?

E. FOOD AND DRINKING UNITS

- Are the Food & Drink units cleaned according to the guidelines prepared by the business management?
- Is there a hand sanitizer in the entrance of each food & beverage unit?
- Are all the materials provided to the service re-washed and disinfected even if they are not used?
- If the 'open buffet' practice is continued, have social distancing measures been taken into account to prevent contamination?

F. MEETING ROOMS

- Are the meeting rooms cleaned according to the protocol prepared by the facility management, are they audited and recorded by the relevant manager?
- Do members of staff use personal protective equipment (disposable gloves and gowns, surgical masks) during work?
- Is ventilation used in the halls on a regular basis?
- In the living rooms, the table and seating arrangement have to be arranged in a way that social distancing is taken into account, e.g. there has to be a minimum distance of 1.5 meters between the tables and at least 80 cm between the chairs.

G. SECURITY

- Are disinfectants and masks put on the entrance of the facility and the areas accessible to guests?
- Have security employees been trained on COVID-19?
- Are measures taken for employees to use hygiene materials at entry and exit, to reduce physical contact and to maintain social distance?
- Does the security staff have sufficient information and equipment about the guests' entrance to the facility?

H. REST ROOMS

- Rest rooms need to be cleaned according to the protocol prepared by the business administration. Are they checked and recorded by the relevant manager?
- Is there a schedule prepared for general cleaning and control of all rest rooms? Are these schedules signed by the relevant personnel after cleaning, and are the schedules kept?
- Are trash cans and other cleaning equipment periodically disinfected?

I. WASTE MANAGEMENT

- Is 'Waste Management' implemented according to the protocol prepared by the facility management, is it audited and recorded by the relevant manager?
- Has the facility management appointed an officer to monitor the entire process of waste management?
- Are trash cans and other cleaning equipment periodically disinfected?
- Is there sufficient cleaning, disinfection and disinfection in the garbage rooms?
- Do members of staff use personal protective equipment (disposable gloves, surgical mask, bonnet, face / eye protection visor, boots, overalls) during the work?
- Are medical and household wastes properly collected and separated as well as disposed of regularly by the Municipality or Licensed institutions?

J. PURCHASING, GOODS ACCEPTANCE AND STORAGE

- Is the whole process to be followed in the procurement, goods acceptance and storage processes implemented according to the protocol prepared by the business management? Is it audited and recorded by the relevant manager?
- Do the employees of the respective department use personal protective equipment?
- On food safety and hygiene: Do all department managers in purchasing, goods acceptance, warehouse, kitchen and food production and presentation hold periodic evaluation meetings on the measures and processes taken?

Ismail Ertug

Member of the European Parliament
S&D Vice-President for Transformation, Innovation and a Strong Digital Europe



- Have the necessary precautions been taken to ensure that the purchased goods are kept in contact with the goods and the minimum time until they reach the warehouse?