

衛生指引願遵守，預防措施必定有

上下努力齊同心，行程安全又衛生
天天清潔加記錄，人多地點更留神

衛生設備不會缺，你我使用得放心
空氣流通處處是，蟲鼠污垢不再現

員工探熱並記錄，一有徵狀必上報
口罩洗手清潔服，人人一定做得到

消毒服務一站式，旅客員工更舒適
共用物品盡量少，交叉感染可避免

協助旅客填報表，檢查體溫好緊要
車廂衛生常確保，享受旅遊保障高

靈活編排好行程，出外旅遊至稱心
香港處處是佳景，加強衛生助繁榮

員工培訓不可少，持之以恆利將見
衛生標示到處見，同心合力齊抗炎

溝通拉近人與人，員工旅客心連心



旅遊（包括機場／海港／陸路管制站、旅行社、酒店／賓館、旅遊巴、商店等）

「好客之道，盡在香江」。我們旅遊界必須致力為旅客提供安全、舒適而豐富的旅程，包括舒適的住宿、一流的美食、親切的服務、琳瑯滿目的商舖和多姿多采的活動等，讓旅客有賓至如歸的感受。為保障旅客健康，我們承諾緊守崗位，一起行動，同心實踐「衛生約章」。

疫情階段

- 按衛生當局發出的指引，制定預防及處理傳染病之應變措施，並定期作出評估
- 所有管理及清潔員工每天自行探熱並加以記錄，以及向管理層報告任何有關傳染病的徵狀，例如發燒、腹瀉、劇烈頭痛或肌肉酸痛等，盡快診治；有需要時，管理層會配合衛生署的隔離措施，為員工提供協助，讓員工安心休息
- 配合政府出入境健康甄別程序，包括呼籲及協助旅客填寫健康申報表及接受體溫檢查等
- 制定特別措施，包括訂立「改變行程」指引、預備各地衛生機構聯絡電話、設定「旅客轉介醫療服務」機制等，以增加旅客信心
- 密切留意旅客的身體狀況，若懷疑旅客患上傳染病或呼吸道感染，會勸籲對方配戴口罩，並與其他旅客保持距離，以及作出適當跟進，如安排接受檢查等
- 協助身體不適的旅客盡快求診，並聯絡衛生署進行跟進
- 所有員工當值期間，尤其面對顧客時，正確地配戴口罩
- 員工會留意自己身體狀況，配合衛生署及公司的健康申報及隔離措施，並主動向僱主報告
- 保持個人衛生，勤洗手，以減低感染機會，例如：開工及小休前後、觸摸眼、口、鼻前；打噴嚏或咳嗽後；進食前、如廁後、清潔工作後等
- 有需要時，配戴手套。戴上手套後，不接觸眼、鼻及口等，除下手套後，立即徹底洗手
- 有需要時，在適當場地添置預防傳染病的設備，包括口罩、嘔吐袋、視液、抹手紙及腳踏式有蓋垃圾桶等
- 若出現受感染者，須徹底清潔及消毒有關場地、設施及設備
- 彈性調配班次，安排人手疏導人潮，減低感染機會
- 靈活編排行程，減少前往擠迫的景點

- 提醒旅客注重個人衛生，在用膳時使用公筷、公匙，以及進食時少談話
- 小心編排團員座位，盡量多留空間，避免過分緊密的身體接觸
- 減少安排有身體接觸，或需要與他人共用物品如擴音器的活動
- 避免安排試食、試飲、試戴、試用各項貨品等活動
- 每天加強用1：99稀釋家用漂白水清潔多人接觸的設施及地方，例如升降機按鈕、門柄、門鈴、扶手電梯、公共電話、打卡機、座椅等
- 每天用1：99稀釋家用漂白水，全面清潔辦公室、所有服務櫃位（例如旅行社、各個管制站內的報到／登記／檢查櫃位、售票處等）、餐廳、等候大堂的地板及陳設、飯堂、行李輸送帶、通風系統、抽氣系統、控制室、行李搬運車、欄杆、陳列架、購物車、扶手等
- 加強洗手間的衛生，每天用1：99稀釋家用漂白水進行清潔，並特別留意廁板、水箱抽水掣、門柄、扶手、洗手盤和水龍頭等；每天清潔地台排水口一次
- 每天以1：99稀釋漂白水，徹底清潔顧客房間，尤其留意清潔鑰匙、燈掣、電話、洗手間、熱水瓶、所有按鈕、遙控器及筆等
- 每次接載一團旅客後，以1：99稀釋漂白水，徹底清潔旅遊車，特別留意座椅、扶手及安全帶
- 遇有嘔吐物、排泄物或分泌物，以1：49的稀釋家用漂白水，進行清潔及消毒
- 酒店每層電梯大堂擺放浸上1：99稀釋漂白水的消毒地毯，減低把病毒帶到房間的機會
- 如有需要，於公共地方的出入口如百貨公司、商場、酒店大堂、口岸管制站等，擺放一站式消毒服務設備，例如擺放浸上1：99稀釋漂白水的消毒地毯等
- 於洗手間提供視液及用完即棄紙巾，不使用抹布／抹布機

持久目標

- 為旅客的健康，做足一切安全措施，例如安排衛生情況良好的食肆、酒店／賓館及旅遊車等
- 定期清潔、檢視及保養各樣設備，例如通風系統、防蟲、防鼠、排污等，以確保環境衛生
- 加強清潔員工的培訓，例如酒店或旅館內，每天徹底清潔房間，更換新的枕套、床單、被褥、毛巾及杯等物品；旅客遷出房間後，盡快徹底清潔及消毒房間，換上清潔物品
- 注意個人衛生及培養健康生活，加強推行衛生教育，培訓員工貫徹落實有關健康及預防傳染病的措施
- 設立有效途徑，加強員工與旅客溝通，互相配合保持公眾衛生



Tourism (including airport, seaport, land boundary control point, travel agent, hotel/hostel, coach, shops)

Hong Kong welcomes visitors. The tourism industry is committed to providing visitors with safe, pleasant and enriching experiences to make their stay in Hong Kong memorable. Comfortable accommodation, sumptuous cuisine, quality services, and a variety of shops and activities, play up visitors' experiences. By uniting and pledging to adhere to the Hygiene Charter, the Tourism sector is committed to Hong Kong and safeguarding the health of tourists and staff.

High-risk period

- Develop preventative and contingency measures for tackling infectious disease in line with guidelines from the health authorities and conduct regular assessments.
- Managers and cleaning staff should check their body temperature everyday before going to work. If they feel unwell and suffer from symptoms such as fever, diarrhoea, headaches and muscle pain, they should report to the management and see the doctor immediately. If necessary, the management should impose quarantine measures in line with Department of Health directives, and provide assistance to staff when necessary.
- Support government health control measures for travelers and provide assistance, for example in the submission of health declaration forms and temperature checks.
- Enforce special measures to reinforce visitors' confidence, including changing of itineraries when it is necessary, providing visitors with a contact list of health authorities and referrals for medical assistance.
- Be vigilant about the health of travelers. If you suspect travelers of having communicable disease or if they demonstrate any symptoms, please advise them to wear masks and maintain a distance with other travelers. Follow up on infected travelers by sending them for medical checks.
- Arrange medical assistance for infected travelers and inform the Department of Health to follow up on the case.
- Don a face mask when on duty, especially if you are on the frontline.
- In line with the Department of Health directives for employers on health reporting and quarantine measures, staff should observe their own health and proactively report to employers if they fall ill or notice symptoms.
- Maintain good personal hygiene and wash your hands often. For example wash your hands before and after work, recess; and wearing face mask; after sneezing or coughing; before eating; after going to the toilets; after contact with public installations such as handrails, door knobs, lift buttons, public phones, stationery, time punch card machines and door bells; and after cleaning work.
- Wear gloves when necessary. Do not touch your eyes, nose and mouth after putting on gloves. Wash your hands immediately after taking them off.
- Provide preventive measures in strategic locations including face masks, disposable bags, liquid soap, paper towels, and foot-peddle trash cans.
- If there are infected travelers, common areas, facilities and equipment must be thoroughly cleansed and disinfected at once.
- Implement flexible schedules and arrange adequate manpower for crowd control in order to reduce the chance of the spread of the infection.
- Be flexible when planning itineraries and minimize visiting crowded areas.

- Instill the importance of personal hygiene to tourists. Use common serving utensils and advise against talking during mealtime.
- Plan seating arrangement carefully and allow more space in between seats to avoid close body contact.
- Minimize activities that involve close body contact or those that require the use of shared equipment.
- Minimize the sampling of food and drinks, and/or trial of products.
- Clean and disinfect high traffic, commonly used facilities daily, such as lift buttons, door knobs, door bells, escalator handrails, public phones, time punch card machines and seats, using diluted household bleach (1 part bleach mixed with 99 parts water).
- Clean and disinfect work places and service counters such as travel agents, land boundary control points, registration and check-in counters, ticketing offices; restaurants; floor and decorative items at waiting areas; cafeterias; luggage belts; ventilation systems; control rooms; trolleys and shelves, using diluted household bleach (1 part bleach mixed with 99 parts water).
- Clean toilets with a solution of diluted household bleach (1 part bleach mixed with 99 parts water). Special attention should be paid to toilet seats, flush handles, door knobs, handrails, basins, and taps. Clean floor drain inlets daily.
- Clean guestrooms daily with diluted household bleach (mixing 1 part of bleach with 99 parts of water). Pay special attention to keys, all switches, telephones, bathrooms, thermal pots, remote controls and stationery.
- Clean tour coaches thoroughly with diluted household bleach (mixing 1 part of bleach with 99 parts of water) every time after ferrying a tour group, paying special attention to seats and seat belts.
- If facilities are contaminated with vomit or excreta, wash and sterilize the affected areas immediately with diluted household bleach (mixing 1 part of bleach with 49 parts of water).
- Place a floor mat soaked with diluted household bleach (mixing 1 part of bleach with 99 parts water) on the lift landing of every floor at hotels to minimize the chances of transporting the virus into the bedroom.
- When necessary, equip high traffic public areas such as entrances to department stores, malls, hotel lobbies and land boundary control points, with one-stop sterilizing facilities, such as floor mats soaked with diluted household bleach (mixing 1 part of bleach with 99 parts water).
- Provide liquid soap and disposable tissue paper in bathrooms, in lieu of common hand towels or hand dryers.

Long-term objectives

- Implement comprehensive safety measures to safeguard travelers' health. Ensure that you book only the cleanest restaurants, accommodations and tour buses for guests.
- Regularly clean, check and maintain all facilities (such as ventilation and drainage systems) and conduct pest-control and rat-control measures frequently to ensure a hygienic environment.
- Increase training for cleaning staff. For example for hotels or hostels, clean guestrooms daily and change bed linens, pillowcases, duvet covers, towels and glasses. Clean and disinfect guestrooms upon check out, and replace with clean amenities.
- Maintain good personal hygiene and adopt a healthy lifestyle, increase awareness of hygiene through education on precautionary measures against diseases.
- Set up effective channels to facilitate communications between staff and visitors.