



NEXT NORM WITH COVID-19: STANDARD OPERATING PROCEDURES (SOPs) FOR HOTELS IN PENANG



DISCLAIMER

The SOP serves as a guideline and is by no means a form of assurance and complete guarantee against the possibility of Covid-19 contagion at any time. The Penang State Government is not making any representations, warranties or guarantees about this guideline/SOP. The premise owner assumes full responsibility in ensuring that the appropriate safety measures are continuously taken and practiced.

Prepared in compliance with National Security Council (MKN) guidelines and subject to amendment/updates from time-to-time.

1. APPOINTING A SUPERVISOR / MONITORING COMMITTEE TO ENSURE THE SOP COMPLIANCE

- 1.1. The company should appoint a **supervisor or monitoring committee** to develop, implement and continually improve the effectiveness of the new normal operations based on the general guidelines. Members should always refer to Ministry of Health Malaysia Guidelines, available at <http://covid-19.moh.gov.my/garis-panduan/garis-panduan-kkm> and <https://www.mkn.gov.my/web/ms/sop-pembukaan-semula-ekonomi/>
- 1.2. The supervisor / monitoring committee need to ensure the compliance with the requirements of the new normal operations. The proposed roles and responsibilities of the supervisor / monitoring committee should include, but not limited to, the following: -
 - 1.2.1. Develop and implement the measures identified in the new normal operations guidelines
 - 1.2.2. Take appropriate corrective and preventive actions and continually improve the effectiveness of the new normal operations guidelines by following to the latest guideline released by Ministry of Health Malaysia as well as the Penang State Government.
 - 1.2.3. The measures and requirements of the general guidelines of the new normal operations should be made available to external stakeholders (such as tenant, contractors and suppliers, visitors, guests and the general public), when required.
 - 1.2.4. Constantly ensure that employees are familiar and comply to the requirements of the guidelines set forth.
 - 1.2.5. Personal hygiene of all employees is to be observed and safe distancing should be practiced at the work place. Supervisor and monitoring committee members are to conduct periodic inspections

2. COMMUNICATION PROCESS FOR SOP COMPLIANCE

- 2.1. To communicate to its employees on the following: -
 - 2.1.1. Details, measures and requirements of the new normal operations guidelines,
 - 2.1.2. Roles, responsibilities and how they can contribute to the effectiveness of the general guidelines,
 - 2.1.3. Implications and potential consequences of not following the general guidelines.
- 2.2. The supervisor / monitoring committee need to prepare and display the **Do's and Don't's Notice at all prominent locations** throughout the premise for the reference of guests, employees and 3rd party associates at all times. This includes, but not limited to daily temperature screening, taking note of respiratory symptoms such as cough, running nose or shortness of breath, and to remain vigilant and practice good

personal hygiene, such as frequent hand washing with soap and water or hand sanitizer and practicing respiratory etiquette.

- 2.3. **Log books** for guests, employees and 3rd party associates are to be kept and maintained for at least 6 months with sufficient information for contact tracing purposes.
 - 2.3.1. Preventive records and logs are to be recorded and verified by **supervisor or monitoring committee** on daily basis while temperature logs are to be maintained at respective departments.
- 2.4. The company need to register with **MySejahtera** or **PGCare** and display the unique QR code at all entrances for movement tracking purposes for all guest, employees and 3rd party associates.
- 2.5. Encourage to use alternative communication medium for meeting and discussion such as video conferencing, whatsapp or phone calls with hotel guests to avoid physical contact.
- 2.6. To promote a no handshaking policy in the offices.

3. SANITISATION AND DISINFECTION PROCESS

- 3.1. Hotel premises are to conduct housekeeping activity as usual.
- 3.2. Sanitisation and disinfection processes should be implemented minimum **thrice (3x) daily for all areas** (including food and beverages(F&B) areas and common areas).
- 3.3. A **log book** is required to be maintained on the frequency of the disinfection and cleaning carried out on the areas involved.
- 3.4. Hotels are to implement cleaning and disinfection standard procedures for occupied rooms with pre-set frequencies on recommended schedule when the staying guest is not in the room. A separate detailed & thorough cleaning and disinfection standard process for check-out rooms should be adopted and recorded in the log book.
- 3.5. To provide necessary protective equipment such as face mask and gloves (where appropriate) and develop processes to protect employees and/or contractors performing disinfection work.
- 3.6. To have a standardized preventive measure for cleaning, the general advisory is to use water and detergent (or bleach at dilution of 1 part bleach to 49 parts of water), while for areas suspected of being in contact with confirmed cases of Covid-19, cleaning products that contain appropriate amount of active ingredients are recommended as below :-

Active Ingredients	Contact Time (min)
Accelerated Hydrogen Peroxide (0.5%)	1
Benzalkonium Chloride (0.05%)	10
Chloroxylenol (0.12%)	10
Ethyl Alcohol (70%)	10
Iodine in Iodophor (50 ppm)	10
Isopropanol (50%)	10
Povidone-Iodine (1% iodine)	1
Sodium Hypochlorite (0.05-0.5%)	5
Sodium Chlorite (0.23%)	10

Table 1.0 Active Ingredients for Disinfection of COVID-19

3.7. Common facilities include, but are not limited to, the following: -

- a. Lifts, escalators, travellers, staircases, turnstiles and corresponding areas included but not limited to buttons, railings, handrails, handles or any other fittings, where applicable
- b. Information counters / kiosks, payment and ticketing counters including shared maps and menus where applicable
- c. Doors (including knobs, handles or any other mechanism)
- d. Toilets / Washrooms / Baby Changing Room / Breastfeeding Room / Prayers Room (Surau)
- e. Queue areas
- f. Transportation within attractions or other venues such as trams, people- moving system, wheelchairs, where applicable
- g. Entrance Foyer and Lobby
- h. Holding area (or any other set up for the purpose)
- i. Restaurants and F&B outlets
- j. Public Areas (indoor and outdoor)
- k. Toilets / Washrooms / Baby Room / Breastfeeding Room / Surau
- l. Meeting Room / Function Space / Learning Classroom
- m. Pantry / Canteen / Staff Cafeteria or similar
- n. Other Facilities (Auditorium / Amphitheatres / Cinema / Atrium / Show areas / Meeting Rooms, etc)
- o. Display of exhibition spaces, where applicable
- p. Other common areas such as chairs/benches and tables, common walkways, where applicable
- q. Back of house areas, offices, loading bay, stores, kitchens and others (where food or raw material are involved, food grade / safe disinfectants are recommended).

3.8. General waste should be conducted as usual.

- 3.9. Covered disposal bin is required to be available at all common area. Face mask should be disposed into a covered disposal bin.
- 3.10. Hand sanitizing facilities should be available at all common area where applicable. Sufficient hand soap should be available at all hand washing stations and toilets.
- 3.11. Ensuring good hygiene practice of employees
 - 3.11.1. By developing processes or use relevant collaterals to educate employees on infection control and good personal hygiene and respiratory etiquette.
 - 3.11.2. By complying with and implement the **COVID-19: MANAGEMENT GUIDELINES FOR WORKPLACES, ANNEX 25** by Ministry of Health Malaysia.
- 3.12. Consider opening windows for natural lighting and better ventilation.

4. PROTOCOL FOR GUESTS / VISITORS

- 4.1. To display **MySejahtera / PGCare** QR code at all entrances for movement tracking purposes.
- 4.2. To display guidelines as well as Do's and Don't's Notice for guests and visitors at prominent locations throughout the hotel and make available such for reference at all times.
- 4.3. Social distancing must be practiced at all common area of the hotel (i.e. lobby, porch, elevators etc) with physical markers displayed based on distancing of 1 metre from one person to another including the queues for receptions, restaurants, elevators and etc.
- 4.4. Guests are **encouraged to wear their own mask** during check-in, check-out and at all common area within the hotel compound. Hotels are also encouraged to make available masks at all time at reception for guests who require the use of mask.
- 4.5. All seated sections are to be set with distancing as follows:
 - 4.5.1. **Common areas:**
maintaining 1 metre distance between one and another
 - 4.2.2. **F&B Areas:**
2 metre between tables where applicable. Hotels also need to set recommended maximum dining duration for guests appropriate with respective operations to limit number of guests in the restaurant at any one time.

- 4.6. Hotel guest need to stay in the respective hotel room and are not allowed to gather within hotel compound. Limit the entrance / exit to control the movement of hotel guest.
- 4.7. Hotels are to check and record body temperature of guests through a **log book** prior to gaining access into hotel premises (whether for checking-in, dine in or meeting at the premise) and to observe for guests with respiratory symptoms such as cough, running nose or shortness of breath. Any guests with body temperature **above 37.5 degrees Celsius** and / or **displaying respiratory symptoms will be requested to seek medical attention at any nearby medical centre**. Guests experiencing any symptoms during the stay must declare so to the Hotel and health authorities.

4.8. Format of Guests / Visitors Log Book

Time	Contact Name	Contact Number	Body Temperature	Remarks / Other Symptoms
(DATE)				

Table 2.0 **Guests / Visitors Log Book**

- 4.9. The guests / visitors are required to dispose their face mask into a covered disposal bin.
- 4.10. Guests / Visitors are required to notify the hotel and seek medical treatment if they exhibit respiratory symptoms during their stay in the hotel.

5. PROTOCOL FOR EMPLOYEES AND 3RD PARTY ASSOCIATES (I.E. VENDORS, SUPPLIERS, TENANTS & CONTRACTORS)

- 5.1. To display **MySejahtera / PGCare** QR code at all entrances for movement tracking purposes. All employees and 3rd party associates are compulsory to scan the QR code before entering the premise.
- 5.2. **Personal hygiene** of all employees is to be observed and **safe distancing** must be practiced in the work place at all time.
- 5.3. All sections where interactions between employees and guests which are unavoidable, precautionary measures are required. While **guests are encouraged to wear their own mask, employees are required to wear appropriate face mask at all time**. All touch areas, items and surfaces are to be constantly disinfected with recommended disinfectant or detergent. Hotels are to provide hand sanitisers at all interaction points, and to encourage e-payments where possible.

5.4. Management is required to display guidelines and Do's and Don't's Notice for employees at prominent locations throughout the hotel and make available such for reference at all times.

5.5. Every employee must be screened for body temperature **twice daily** and monitor respiratory symptoms such as cough, running nose or shortness of breath. A temperature monitoring log of employees is to be kept and maintained for records purposes and presented to health or relevant local authorities if necessary. Employees and 3rd party personnel recording body temperature of more than 37.5 degrees Celsius or higher, and / or are displaying respiratory symptoms are to **seek immediate medical attention at any nearby medical centre**, and should not be allowed to work or permitted entry.

5.6. Format of Employee Log Book

Date	Employee Name & ID	Body Temperature		Remarks / Other Symptoms
		(AM)	(PM)	

Table 3.0 Employee Log Book

5.7. Any 3rd party associates entering the premise for purposes of delivering goods or services are to be screened for body temperature and monitored on respiratory symptoms such as cough, running nose or shortness of breath prior to the delivery of goods or entering the premises, where feasible and applicable.

5.7.1. 3rd party personnel recording body temperature of more than 37.5 degrees Celsius or higher, and / or are displaying respiratory symptoms are to **seek immediate medical attention at any nearby medical centre**, and should not be allowed to work or permitted entry.

5.7.2. For on-premise duration of not exceeding 4 hours, third party personnel are to be screened once and a log is to be kept and maintained with sufficient information for contact tracing purposes.

5.7.3. For on-premise duration exceeding 4 hours, body temperature screening is to be conducted twice and records of such to be kept and maintained with sufficient information for contact tracing purposes.

5.8. Format of 3rd party personnel Log Book (less than 4 hours entry)

Time	Company & Name	Contact	Body Temperature	Remarks / Other Symptoms
(DATE)				

Table 4.0 3rd party personnel Log Book (less than 4 hours entry)

Date	Company & Name	Contact	Body Temperature		Remarks / Other Symptoms
			(AM)	(PM)	

Table 5.0 3rd party personnel Log Book (more than 4 hours entry)

5.9. Employees returning to work must declare if they have visited or been to COVID-19 affected area and had not gone through quarantine process, or any employees under Quarantine Order for any other reasons are not to be allowed to work. A self-declaration form is recommended for all employees returning to work after leave.

5.10. To provide sufficient supply of facemask and easy access to frequent hand washing for all employees of the company.

5.11. To provide necessary protective equipment such as face mask and gloves (where appropriate) and develop processes to protect employees and/or contractors performing disinfection work.

5.12. Ensuring good hygiene practice of employees

5.12.1. By developing processes or use relevant collaterals to educate employees on infection control and good personal hygiene and respiratory etiquette.

5.12.2. By complying with and implement the **COVID-19: MANAGEMENT GUIDELINES FOR WORKPLACES, ANNEX 25** by Ministry of Health Malaysia.

6. PROTOCOL FOR IN-HOUSE FACILITIES AND ACTIVITIES

6.1. Lobby / Common Area

6.1.1. To limit or control the number of guests at common areas and hotel lobby. Hotel guest need to stay in the respective hotel room and are not allowed to gather at an area.

6.1.2. To limit the entrance / exit to control the movement of hotel guest.

6.2. Hotel Facilities and Activities

- 6.2.1. Hotel guests are not allowed to use the facilities of the hotel such as spa, lounge, bar, karaoke until further notice.
- 6.2.2. Current instruction of Malaysia Government does not allow close contact activities. This prohibition takes into account 3C (Crowded places, Confined places and Close conversation) and encourage the practice of 3W (Wash, Wear and Warn) at all time to break the chain spreading of COVID-19 virus.

6.3. F&B Areas

- 6.3.1. F&B outlets within hotel compound are allowed to operate for dine in and take-away only, buffet-style setting is not allowed. '
- 6.3.2. 2 metre between tables where applicable. Hotels also need to set recommended maximum dining duration for guests appropriate with respective operations to avoid congestion / crowded.
- 6.3.3. F&B outlets within hotel compound are allowed to receive guests in a group with social distancing implementation and only maximum 50% capacity are allowed. (E.g. company dinner / corporate dining for employees / group meeting / seminar).
- 6.3.4. Operation of café / restaurant are to follow the SOP of Kementerian Perdagangan Dalam Negeri dan Hal Ehwal Pengguna (KPDNHEP) and the Local Council (MBPP / MBSP) accordingly.

6.4. Surau (Refer MKN / Jabatan Agama)

- 6.4.1. Hotel management are encouraged to limit the usage of surau for hotel guest as suggested below:
 - 6.4.1.1. Open only for group booking without stay such as group function
 - 6.4.1.2. Open between 1pm – 5pm only and make sure the crowd is under control at one time.
 - 6.4.1.3. Ensure social distancing of the guest in surau.
- 6.4.2. Log books are required for the usage of surau, and the record are meant to be kept and maintained for at least 6 months with sufficient information for contact tracing purposes.
- 6.4.3. To display the Do's and Don'ts Notice at the entrance of surau as per the SOP of Solat Jemaah at Mosque.
- 6.4.4. Hotel are required to implement cleaning and disinfection standard procedures at all frequent touch area or main walkway for surau before allowing the entry of the guest.
- 6.4.5. In-house guest is encouraged to conduct Solat in their own room
- 6.4.6. Guests are encouraged to bring own prayer mat (Sejadah) for prayers.

6.5. Cafeteria / Canteen for Employees

- 6.5.1. Cafeteria / Canteen in hotel premise only allowed to operate for pack food by food operator. The food operator is required to wear facemask and glove as well as practice social distancing at all time.
- 6.5.2. Buffet dining style is not allowed.
- 6.5.3. Lunch time break are to be carry out by stages to make sure the crowd is under control at one time.

For more information: -



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“Lifted restrictions does not mean that life is back to ‘normal’. You are responsible for protecting yourself, your family and your community. BE RESPONSIBLE.”