



## Clean & Safe

### Self-assessment and instructions

*Before starting the self-assessment, you must confirm that you have read and that you agree with the terms and conditions.*

**The company's manager/representative confirms the following:**

- 1. Relevant licenses are valid.
  - Does not apply as the company does not need an operating license.

#### Guidelines:

- The Icelandic Tourist Board issues licences for travel agencies and day tour providers
- The Icelandic Transport Authority issues permits for transport of people, whether by land, air or sea, including rivers and lakes.
- District Commissioners are responsible for issuing permits for restaurants and accommodation.
- The Health Inspectorate issues operating licenses for horse riding and such activities must be notified to the Food Administration (MAST), For further info click here. The Health Inspectorate also grants operating licenses for accommodation, restaurants, and public toilets.
- The Environment Agency grants permits for off-road driving, construction work in nature reserves, photography and cinematography in areas covered by The Environment Agency and issues permits for both reindeer and bird hunting.
- Chiefs of Police provide firearms license and a license for skydiving.
- The Directorate of Fisheries issues licenses for recreational fishing.
- In some cases, companies do not require a special permit for the operation, e.g. home accommodation and information centers are only subject to registration. In these cases, the Not applicable option is checked.

- 2. The company's manager/representative is responsible for the project and is familiar with current infection control regulations and instructions concerning Covid-19.

Guidelines:

It is very important that the representative or other designated employee of the company is responsible for thoroughly reading the cleaning and infection control instructions that apply to the operation in question.

On the website of the Icelandic Tourist Board under the button C-19 you can find various information in Icelandic and English, e. g. about the following:

1. Screening and quarantine.
2. Instructions for frontline staff.
3. Instructions for the various operators:
  - a. Buses and coaches.
  - b. Restaurants and accommodation.
  - c. Camping sites, caravan sites, hiking cabins, small guesthouses, organized trips and outdoor recreation.
4. Instructions for accommodations with shared bathroom and toilet facilities.
5. Various guidelines.
6. Response plan for infections.
7. Instructions for taxi drivers regarding the transfer of people in quarantine or with possible COVID-19 infection.

You can also find good instructions for tourism operators on the website of the Tourism Skills Center. The instructions are in Icelandic, English and Polish:

8. Changes in travelling habits following Covid-10
9. How can I avoid infection?
10. If there is a suspected case of the illness

Finally, a lot of general information can be found on the Directorate of Health's website, on the covid.is website, and at the Environmental and Public Health Authorities of Reykjavík.

- 3. Information and guidelines on infection prevention measures within the company are available for customers:

- 3.1 Reminder of personal hygiene (hand washing and use of hand sanitizers).
- 3.2 Reminder of physical distancing (visible markings and signs where needed).
- 3.3 Reminder of the use of face masks, where needed.
- 3.4 Information on infection prevention within the company is available on its website or other media that the company uses.

#### Guidelines:

Companies need to guide and inform their customers about what infection prevention measures are in place and what the company's focus is on infection control.

It is also necessary to put up reminders for customers in appropriate places about hand washing, use of hand sanitizers, physical distance limits and the use of a mask as appropriate. On the website of the Icelandic Tourist Board you can find, for example, a poster on individual infection prevention. See [here](#) for English, [here](#) for Polish, [here](#) for Icelandic.

On the website [covid.is](https://www.covid.is) you can also find posters for various reminders. These posters can be printed.

In certain cases, customers do not come to the company's office, but the communication is only by email etc. Then the items in sections 3.1 - 3.3 do not apply in the same way. The company should nevertheless encourage their customers to carry out individual infection prevention measures during the trip and tell them about the company's emphasis regarding this matter. The company can, for example, state that all partners and suppliers are participants in the project Clean & Safe and / or that a confirmation is required from them regarding infection control, cleaning, etc.

- 4. Guidelines and rules for hygiene and infection prevention measures in the company are visible in staff facilities.

#### Guidelines:

It is important that all employees receive instructions on cleaning and increased infection control in the company, and each time if procedures need to be changed. As a reminder for the staff it is good to print out and hang posters in staff facilities and other relevant places that staff go around and work in. A constant reminder is what is needed. It is important that the reminder is simple, clear, and set up graphically and in several languages if needed.

The website [covid.is](https://www.covid.is) contains a variety of promotional material, including posters. See also the website of the Tourism Skills Center. On the website of the [Icelandic Tourist Board](#) there is f. ex. the poster "Reducing the risk of infection" in three languages.

- 5. Hand sanitizers are available in all common areas for customers and employees.
- 6. Disposable gloves and face masks are provided for customers and employees when needed.

#### Guidelines:

It is important that hand sanitizers containers are accessible in common areas and that they are filled regularly. It is necessary to have a person responsible for this project. It must be ensured that there are always enough disposable gloves and masks, mainly for employees but also for customers who request them. Customers are not expected to receive such equipment for free, it is entirely up to the company to decide if and what fee is charged for this.

Furthermore, it is necessary to ensure that rubbish bins are in place and remind guests to put masks and gloves in general waste after use.

- 7. The company has implemented contactless solutions, as much as possible.**

#### Guidelines:

Contactless solutions are an important factor when it comes to avoiding infection. Businesses need to adapt to changed circumstances and respond to them. Following the Covid-19 pandemic, tourists will put even more emphasis on having to touch as little as possible by hand, so it is important for companies to try to accurately map the relationship between the tourist and the company and try to reduce, as much as possible, common contact surfaces, both for the protection of customers and staff. Increased automation also reduces queues, which is very important to keep in mind at times when physical distance limits are important.

Being able to order and pay without touching is something that most people are familiar with, but with increased technology and people's need for it, the possibility of implementing such solutions increases more widely. For example, check-in at the reception, electronic menus, delivery and return of keys, for accommodation and car rentals, etc.

- 8. The company has a contingency plan for Covid-19 infection. The manager knows how to react in case of infection.**

#### Guidelines:

It is important that the manager knows exactly what to do if an infection occurs in either an employee or a customer. What is the first thing to do, to whom to talk with, what measures need to be taken etc. This contingency plan must be in writing and apply to the company and its activities. The plan needs to be updated at least annually, but if the Civil Protection has declared a level of danger or emergency due to a pandemic, it is important to review it every six months.

On the Icelandic Tourist Board 's website under C-19 button you can find an example for a contingency plan if an infection occurs.

There are also instructions on [haefni.is](http://haefni.is), both in Icelandic and English, if a customer's illness is suspected.

- 9. There is a cleaning plan for all the company's operations and it is ensured that it is followed.
  - 9.1. The cleaning plan has been revised with an emphasis on increased cleaning, and infection prevention measures.
  - 9.2 All contact surfaces are cleaned and disinfected regularly throughout the day, between customers/trips or as needed, e.g. light switches, lift buttons, doorknobs, touch screens, pos machines, shared equipment, etc.
  - 9.3 Hand soap and sanitizer containers are filled regularly.
  - 9.4 If any comments or deviations have been made during the last visit by the health inspection authorities it has been fixed.

Guidelines:

High-quality cleaning is a fundamental part of infection control. A cleaning plan should be in place in every company, and in times of pandemics like Covid-19, such a plan should even be called a cleaning and infection control plan. It needs to be reviewed, and procedures added, where the cleaning and disinfection of common contact surfaces and other areas are specifically covered. This applies both to areas where customers pass through and use and also to staff facilities.

How often should clean or disinfect contact surfaces, depends on the circumstances, and needs to be assessed regularly, such as cleaning and disinfection after each guest/group for ex. in the dining room after each meal, after meetings, etc. As a suggestion it is possible to have a work sheet for busy areas where an employee, signs for the cleaning in each specific area. This may also be visible to customers if or where needed.

Regarding item 9.3. it is recommended to have one designated employee responsible for this.

Regarding item 9.4. If the company has not received any comments or remarks from the health inspection authorities, this field should be left empty.

You can get good advice from the Environmental and Public Health of Reykjavík on their website and on the [Icelandic Tourist Board's website](#) (this material is in Icelandic). The plan needs to be updated at least annually, but if the Department of Civil Protection has declared a level of danger or emergency due to a pandemic, it is important to review the plan every six months.

- 10. Where refreshments are offered, special arrangements are made:
  - 10.1. Guests are informed about infection prevention measures, i.a. hand washing, sanitizing and physical distancing.
  - 10.2. Groups sit separately and are served at the table, as much as possible.
  - 10.3 Tables, contact surfaces, menus, spices etc. are cleaned and disinfected after each guest/family /group.
  
- 10.b Where a buffet is offered, special arrangements are made:
  - 10.4. Easy access to hand sanitizers is at the buffet.
  - 10.5. A see-through screen is placed between the buffet and guest faces if possible.
  - 10.6 Utensils are changed every 30 minutes while the buffet is open or other measures taken such as that guests wear disposable gloves, food served by staff etc.
  - 10.7 The buffet is organized so that queues are avoided.

Guidelines:

Where refreshments are offered, it is important that all instructions and guidelines on infection prevention measures are clear.

Most effective is to welcome each guest and explain to him how the rules should be followed but at the same time it is also important to have written instructions, preferably in more than one language. There must also be clear instructions for the staff who oversee the buffet.

The following can be found on the website of the Icelandic Tourist Board under the button Corona virus (Covid-19), only available in Icelandic:

[Góð ráð til starfsmanna veitingastaða frá Heilbrigðiseftirliti Reykjavíkur](#)

[Góð ráð til stjórnenda veitingastaða frá Heilbrigðiseftirliti Reykjavíkur](#)

[Leiðbeiningar til veitinga- og gististaða](#)

- 11. All employees receive instructions and guidance on the following:
  - 11.1. General information/instructions for Covid-19 and infection prevention measures, see f.ex. following websites: The Icelandic Tourist Board, The Tourism Skills Center, The Directorate of Health, and Covid.is.
  - 11.2. Current regulations for quarantine and testing.
  - 11.3. Individual infection prevention measures, e.g. hand washing, use of hand sanitizers, masks and disposable gloves .
  - 11.4. Changes in personal interaction, such as physical distancing, how to cough or sneeze into the crook of the arm or into a disposable tissue, what to avoid touching, etc.
  - 11.5. Cleaning plans and increased emphasis on hygiene and infection prevention measures in the company.
  - 11.6. Rules on absence due to illness. Employees should not come to work if they have symptoms similar to flu f.ex. a sore throat, cough, bone and muscle pain, fever, weakness etc.
  - 11.7. How to inform customers about infection prevention measures within the company.
  - 11.8. The company's contingency plan for possible infections.

Guidelines:

Current infection control regulations, along with general information and guidelines for Covid-19, may change, often at short notice. Various information can be found on [ferdamalastofa.is](http://ferdamalastofa.is), on the website of the Tourism Skills Center, [haefni.is](http://haefni.is), on the website of the Directorate of Health, [landlaeknir.is](http://landlaeknir.is) and on [covid.is](http://covid.is). It is important to inform staff about changing emphases and procedures at any given time. It is very good to regularly review the items listed above to remind staff.

If a danger- or an emergency level is in place due to a pandemic, it is necessary to meet weekly with staff, review the emphasis of infection control and answer questions.

Visible markings and instructions also help as a reminder for both customers and staff. It is best to have several reminders within the facilities and in more than one language.

12. The company's partners in tourism operate according to current infection prevention measures and are encouraged to participate in the Clean & Safe project.

Guidelines:

It is important to know your business partners, and in the time of Covid-19, cleaning and infection control are very important. Companies need to familiarize themselves with the emphases of their partners regarding these matters and preferably seek to work only with companies that are participating in Clean & Safe. If a partner is not a participant in the project, the company must ensure that all applicable infection control measures are being followed.

There are some tourism companies who do not have any partners in tourism. If this is the case the checkbox Does not apply is marked.

13. Infection prevention measures for COVID-19 are reassessed if/when new regulations and guidelines are issued by the Directorate of Health and it is ensured that the latest rules and guidelines on infection prevention are followed in all operations of the company.

Guidelines:

This means that when/if new rules and instructions are received from the epidemiological authorities, it is evaluated whether changes need to be made in the company's working methods.

E.g.:

1. Is it necessary to change procedures?
2. Is it necessary to change the cleaning schedule?
3. Is it necessary to change markings, e.g. reminder of one or two meter rule?
4. Is it necessary to update information and instructions for employees?
5. Is it necessary to update information and instructions for customers?

The current infection control regulations can be found on [covid.is](https://www.covid.is)

14. In the case of aviation the company must comply with the International Civil Aviation Organization's "Takeoff: Guidance for Air Travel through the COVID-19 Public Health Crisis"

- Does not apply.

Guidelines:

Further information on the International Civil Aviation Organization can be found on: <https://www.icao.int/covid/cart/Pages/CART-Take-off.aspx>