



# Qatar Clean Program

Version 2

**Program guidelines, checklists &  
templates for hotels**

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## Summary and Document Overview

Qatar Clean Program is a joint initiative launched by Qatar National Tourism Council (QNTC) & Ministry of Public Health (MOPH).

The program seeks put in place measures & regulations that hotels must abide by in order to safeguard their guests, employees, tenants, contractors, and suppliers from COVID-19.

This document provides an overview of the key guidelines that hotels need to follow along with all necessary checklists & templates that will be required for reporting on adherence to QNTC & MOPH.

In order to efficiently use this document, hotel management teams are advised take the following approach:

1. Review Qatar Clean Program guidelines
2. Review checklist in appendix 1 – to be used during hotel inspections and audits to ensure adherence with guidelines
3. Review Temperature Log templates in appendix 2, 3 & 4 – to be used to check guests, employees, tenants, contractors and supplier's temperature & respiratory symptoms
4. Review Travel Declaration & Contact Tracing templates in appendix 5, 6 & 7 – to be used to track whether guests, employees, tenants, contractors and suppliers follow home quarantine order and have traveled outside Doha
5. Review Deep Cleaning Checklists in appendix 8 – to be used by housekeeping during room cleaning
6. Review and implement additional MOPH guidelines for various aspects of hotels in appendix 9

In addition to Qatar Clean Program guidelines, hotels must also adhere to the following:

1. Most up to date COVID-19 regulations, guidelines and protocol from MOPH and other government advisories.
2. For facilities housed within hotels such as swimming pools, gyms & spa's, we have provided links to guidelines in appendix 9. Please follow all current guidelines laid out by MOPH in addition to guidelines in this document.

Please note that Qatar Clean Program guidelines are likely evolve based on COVID-19 linked circumstances.

In case of any questions or suggestions, please reach out directly on the following emails:

- [licensing@visitqatar.qa](mailto:licensing@visitqatar.qa)

## **Qatar Clean Program Guidelines**

## **1. Qatar Clean Program implementation**

*Hotel management must assign a dedicated Qatar Clean Program Manager who will be responsible for ensuring compliance with program guidelines, suggesting improvement areas and communicating effectively with employees, external stakeholders & guests.*

### **1.1 Commitment from hotel management**

Hotel management should commit to develop, implement and, improve the effectiveness of the Qatar Clean Program.

Hotel management must ensure adherence with the Qatar Clean Program guidelines by leveraging the program checklist (*Appendix 1*) during inspections conducted by MOPH & QNTC.

### **1.2 Appointment of a dedicated Qatar Clean Manager**

Hotel management should appoint a Qatar Clean Manager to ensure compliance with the requirements of the Qatar Clean Program. The roles and responsibilities of the Qatar Clean Manager include, but are not limited to, the following:

- i. Develop and implement key initiatives identified in the Program.
- ii. Take actions and continually improve the effectiveness of the Program.
- iii. Ensure that hotel employees, contractors, suppliers, vendors and guests are familiar and comply with requirements, and provide documents requested by MOPH & QNTC teams.

### **1.3 Ensure effective communications with employees, external stakeholders & guests**

The hotel should communicate the following to employees, tenants, contractors, suppliers & guests:

- i. Key initiatives, details and requirements of the program,
- ii. Roles & responsibilities of all stakeholders and ways to uphold program requirements
- iii. Consequences of not following the program guidelines

## **2. Employee rules**

*Hotels must test employee temperature, check for respiratory symptoms, ensure travel declaration & contact tracing forms are up to date, and efficiently deploy personnel in day to day activities.*

### **2.1 Requirements from employees**

- 2.1.1 Conduct temperature checks and observe respiratory symptoms such as cough or runny nose or shortness of breath of employees upon arrival & when leaving work. Refer to Temperature Monitoring Log template (*Appendix 3*).
- 2.1.2 In case of temperature of 38 degree Celsius or higher, and/or identified respiratory symptoms, ensure that employees seek immediate medical attention.
- 2.1.3 Ensure employees who have recently entered Qatar less than 14 days ago or are under a home quarantine order are not at the hotel. The observations for employees should be recorded in declaration forms bi-weekly. Refer to travel declaration and contact tracing form template (*Appendix 6*).
- 2.1.4 Compulsory wearing of masks for staff who are in direct contact with customers and in kitchens for restaurants & dining facilities.
- 2.1.5 Staff will work in fixed teams in order to reconstruct possible infection chains in case of an outbreak within the hotel.
- 2.1.6 Ensure pre-shift meetings are virtual in order to minimize contact between staff teams, unless necessary. In case in person briefings are required, employees must wear protective masks and ensure 4 square meters distance between themselves.
- 2.1.7 Separate employees who are above 55 years old, pregnant, have health conditions like hypertension, diabetes, respiratory diseases and immunity linked diseases to protect most at-risk groups. Separation should be on site, in transit & at accommodations.
- 2.1.8 Transport staff to and from accommodations in batches. Vehicles must operate at a maximum of 50% capacity as per MOI guidelines with all staff wearing protective masks. Vehicles must be equipped with hand sanitizers. Staff must sanitize their hand while entering and leaving the vehicles. Further, clean and disinfect vehicles after each trip.
- 2.1.9 Ensure daily cleaning and disinfection of common areas and enforce strict physical distancing measures in employee accommodations.

### **3. Guest, tenant, contractor & supplier rules**

*Hotels must monitor temperature & respiratory symptoms and ensure travel declarations & contact tracing forms are signed by all guests, tenants, contractors & suppliers.*

*All guests, tenants, contractors & suppliers must wear protective masks in common areas. In addition, hotels must display Qatar Clean, MOPH & government health instructions in large fonts and comply with safe distancing measures in all areas such as lobbies, F&B outlets, elevators, and in hotel rooms.*

#### **3.1 Monitor tenants, contractors and suppliers**

- 3.1.1 Check temperature and look out for respiratory symptoms such as cough or runny nose or shortness of breath of all tenants, contractors and suppliers. Temperature checks to be conducted daily at the time of entry into the hotel. Track using Temperature Monitoring Log template (*Appendix 4*).
- 3.1.2 In case of temperature of 38 degree Celsius or higher for adults or 37.5 degree Celsius or higher for kids, and/or identified respiratory symptoms, ensure that tenants, contractors & suppliers seek immediate medical attention.
- 3.1.3 Ensure tenants, contractors and suppliers who have recently entered Qatar less than 14 days ago or are under a home quarantine order are not at the hotel. The observations for tenants, contractors and suppliers should be recorded in declaration forms. Refer to travel declaration and contact tracing form template (*Appendix 7*).
- 3.1.4 Actively disinfect any supplies entering hotel premises including but not limited to food products, cleaning & maintenance supplies and other equipment.

#### **3.2 Monitor hotel guests**

##### **3.2.1 In-house guests**

- 3.2.1.1 Check temperature and look out for guests with respiratory symptoms such as cough or runny nose or shortness of breath upon check in. Temperature checks to be conducted daily at the time of entry into the hotel. Track using Temperature Monitoring Log template (*Appendix 2*).
- 3.2.1.2 In case of temperature of 38 degree Celsius or higher for adults or 37.5 degree Celsius or higher for kids, and/or identified respiratory symptoms, ensure that guests seek immediate medical attention.
- 3.2.1.3 Ensure guests who are under a home quarantine order are not at the hotel and those who have recently entered Qatar less than 14 days ago declare the same to the hotel. The observations for all hotel guests should be recorded in declaration forms. Refer to travel declaration and contact tracing form template (*Appendix 5*).

##### **3.2.2 Event guests**

- 3.2.2.1 Check temperature and look out for guests with respiratory symptoms such as cough or runny nose or shortness of breath upon check in. Track using Temperature Monitoring Log template (*Appendix 2*).

- 3.2.2.2 In case of temperature of 38 degree Celsius or higher for adults or 37.5 degree Celsius or higher for kids, and/or identified respiratory symptoms, ensure that guests seek immediate medical attention.
- 3.2.2.3 Ensure guests who are under a home quarantine order are not at the hotel and those who have recently entered Qatar less than 14 days ago declare the same to the hotel. The observations for all hotel guests should be recorded in declaration forms. Refer to travel declaration and contact tracing form template (*Appendix 5*).
- 3.2.2.4 Event organizers and guests can only be involved in events involving small number of participants to prevent close contact. Number of guests must be limited to 30% of room capacity. Further, guests must ensure at least 4 square meters distance between them.

### **3.3 Display updated health information from MOPH.**

- 3.3.1 Display updated health information from the MOPH in English & Arabic in common areas such as elevators, F&B outlets & lobbies as well as in-room televisions and brochures. Ensure large font sizes for easy reading. Health information includes, but are not limited to daily temperature screening, taking note of respiratory symptoms such as cough or runny nose or shortness of breath, and remaining vigilant and practicing good personal hygiene, such as washing hands and refraining from touching one's face.

For most recent updated health information, refer to:

<https://covid19.moph.gov.qa/EN/Pages/default.aspx>

### **3.4 Ensure safe distancing measures compliance for hotel guests.**

- 3.4.1 The hotel should put in place necessary precautionary measures to ensure safe distancing:
  - i. Self-service offering such as buffets are temporarily paused. Hotels to offer room service instead.
  - ii. Contactless check-in – Develop mobile app to enable contactless check-in via digital keys and compatible doors. Alternatively, use protective screens to minimize contact & sanitize keys or cards during handover.
  - iii. Queue management<sup>4</sup> – Limit the number of guests gathering within or outside the establishment and ensure queues are fast-moving. Ensure there is only 1 person per 4 sqm at a given time and only 30% pax capacity in elevators at a given time. In addition, ensure clear markings on the floor enforce distancing measures.
  - iv. Seating management<sup>5</sup> – Ensure a safe distance of at least 2 meters between tables and between seats at F&B outlets, common spaces, salons & spas. Individuals and family members who wish to seat together should continue to do so, but there should be a safe distance maintained between different groups of guests. Hotels are required to disinfect seats after each use.
  - v. Time restriction – Enforce time restriction of 2 hours per seating at F&B outlet, along with seating management
  - vi. Online bookings – Ensure all guests make bookings online and minimize contact time at check in and check out
  - vii. Communication<sup>6</sup> – Ensure clear communication of safe distancing.

<sup>4</sup> Examples can include but not limited to staggering guests queueing at reception/information/check-in counters and other common facilities such as function rooms etc.; and clearly demarcating queuing areas by using floor markers to guide queue distancing of at least one meter.

<sup>5</sup> Examples can include spreading out the assignment of tables and seats, to increase space between individual tables and seats; and spreading the layout of tables, chairs and benches with at least one meter spacing in common facilities such as function

rooms, waiting areas, lounge areas, pool area, gyms etc. For event guests, examples can include leaving one or two vacant seats between guests or implementing chequerboard seating.

<sup>6</sup> Examples can include but not limited to having signage or posters to clearly communicate safe distancing measures, and training employees to convey the principles behind safe distancing to visitors when queried.

## **4. Frequent disinfection, staff protection and personal hygiene**

*Hotels must frequently disinfect all common facilities following disinfection guidelines in this document, provide protection equipment to all employees, and ensure that compliance with personal hygiene guidelines. Hotels are further required to implement facilities specific guidelines from MOPH (appendix 9)*

### **4.1 Disinfection of common facilities**

4.1.1 Disinfect common facilities frequently at a minimum of every 3 hours or as needed. Additionally, follow manufacturer instructions and procedures.

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

- i. Hotel lobby
- ii. Reception desks, where applicable
- iii. Public areas
- iv. Lifts including but not limited to buttons, railings and handles, where applicable
- v. Doors including but not limited to doorknobs and handles
- vi. Handrails of escalators and staircases, where applicable
- vii. Toilets
- viii. Function rooms, where applicable
- ix. Swimming/spa pools
- x. Spa's and child care centers
- xi. Fitness center, where applicable
- xii. Business center, where applicable
- xiii. Pantry or canteen (refers to appendix 9)
- xiv. Other common areas
- xv. Temporary waste storage areas

4.1.2 Hotels must maintain log of common facilities disinfected as a daily entry by workers.

4.1.3 Hotels must make available disinfecting wipes & hand sanitizers at points of entry and key high traffic areas, for instance, a station to allow guests to wipe elevator button before pressing.

### **4.2 Cleaning and Disinfection of Guest Rooms**

4.2.1 Clean and disinfect guestrooms to ensure higher hygiene levels.

#### **4.2.1.1 Occupied rooms**

Extensively clean and disinfect occupied rooms more during housekeeping daily and as needed

Housekeeping staff must wear masks & gloves while disinfecting room and replace for



each room visited.

De-clutter paper amenities such as pens, papers & guest directory in rooms.

Make available disinfecting wipes & hand sanitizers in rooms for guests.

Provide of sharp waste containers for diabetic patients in rooms

Ensure cleaning and disinfection of most frequently touched guest room areas – switches & electronics controls, handles and knobs, major bathroom surfaces, climate control panels, telephones, remote controls & clocks, bed & bedding, bath amenities, hard surfaces, closet goods and in-room food & beverages. Refer to deep cleaning checklist for frequently touched areas for housekeeping (*Appendix 8*) along with MOPH guidelines (*Appendix 9*)

#### 4.2.1.2 Check-out rooms

Ensure thorough cleaning and disinfection of checkout room.

Housekeeping staff must wear masks & gloves while disinfecting room and replace for each room visited.

De-clutter paper amenities such as pens, papers & guest directory.

Make available disinfecting wipes & hand sanitizers in rooms for guests.

Provide of sharp waste containers for diabetic patients in rooms

Ensure cleaning and disinfection of most frequently touched guest room areas – switches & electronics controls, handles and knobs, major bathroom surfaces, climate control panels, telephones, remote controls & clocks, bed & bedding, bath amenities, hard surfaces, closet goods and in-room food & beverages. Refer to deep cleaning checklist for frequently touched areas for housekeeping (*Appendix 8*).

Ensure a minimum of 8 hours between checkouts and check-ins, and in case COVID-19 is suspected or confirmed ensure a minimum of 72 hours.

#### **4.3 Protect employees and/or contractors performing disinfection work.**

- 4.3.1 Provide high quality masks, gloves, and sanitizer kits to all employees and contractors performing disinfection and room cleaning work.

#### **4.4 Ensure good personal hygiene of employees**

- 4.4.1 Educate employees on infection control and good personal hygiene.

- 4.4.2 Provide sanitation and hygiene training to all hotels staff and enforce the following guidelines when performing tasks.

- 4.4.3 Follow all MOPH guidelines on personal hygiene (*Appendix 9*)

a) Personal Hygiene Staff should be reminded to:

- Monitor temperatures twice daily – once at entry and once at exit.
- Report to their supervisors, see a doctor and stay away from fellow colleagues if they are unwell.
- Follow cough etiquettes: Cover mouths with tissue paper when coughing or sneezing and dispose of the soiled tissue paper into the rubbish bin immediately. Wash hands thoroughly with soap and water.
- Practice good toilet habits (e.g. flush toilets after use).
- Practice good personal hygiene (e.g. wash hands with soap and water before and after meals, after clean-up is carried out, after handling refuse or other dirty items, and after visiting the toilet).
- Use gloves when carrying out cleaning works and when handling waste. Don't forget to wash your hands.
- Use gloves when clearing items discarded on restaurants tables and/or in hotel rooms such as used tissue papers and toothpicks.
- Do not disinfect the gloves, remove it if dirty.
- Refrain from touching their exposed body parts such as eyes, nose, face and arms with soiled gloves or unwashed hands.

b) Housekeeping management should:

- Assign a fixed team of staff to carry out cleaning and housekeeping daily.
- Clean and disinfect frequently touched areas such as handrails, lift buttons, doorknobs/ handles with disinfectant regularly.
- Ensure waste is managed in accordance of MOPH protocol for waste management of quarantines
- Clean up any refuse spillage immediately.
- Disinfect all refuse bins, bin chambers and bin centers where necessary.
- Wash your hand properly after dealing with any waste.
- Engage licensed waste contractors to remove refuse daily.

c) Cleaning staff are encouraged to:

- Soak cleaning cloths in household bleach at the proper concentration according to manufacturer's instructions and wash the cloth after use and before reuse.
- Clean and disinfect all cleaning equipment immediately after used.

d) Toilets cleaning staff should:

- Clean and disinfect frequently touched areas such as water taps, door/ towel/ cistern handles, seats and cover flaps, washbasins, doorknobs, buttons and switches with disinfectant regularly.
- Provide adequate supply of toilet paper, paper towels, liquid soap and hand sanitizer always or hand dryers and liquid soap at all times.

- Ensure toilet-flushing apparatus is functioning at all times.
  - Ensure all sanitary pipes and fittings are in good working condition.
- e) Staff involved in F&B should ensure food hygiene:
- Ensure all food products are obtained from licensed food sources delivered by approved suppliers and presence of evidence.
  - Cover food properly to prevent contamination.
  - Do not keep personal belongings in food preparation areas. A separate locker area should be provided for storage of staff's personal belongings.
  - Provide mono packaged food items to minimize contact (e.g., mono packaged salt, pepper, sugar, etc.)
  - Ensure guests have individual bottles of water. Remove all common area beverage dispensers.
  - Do not use cracked or chipped crockery as germs can harbor in cracks.
  - Use separate chopping boards, knives and other instruments for raw and cooked foods to prevent cross contamination.
  - Use clean disposable gloves when handling food.
  - Store raw food or cooked/ready-to-eat food separately.
  - Ensure compliance with most up to date MOPH guidelines (*Appendix 9*).
- f) Pest Control program should be implemented
- Check the site weekly and remove all potential vector-breeding sites.
  - Look out for signs of pest infestation such as rat droppings or burrows and cockroach droppings.
  - Engage a registered vector control operator to implement a pest control program for the site.
  - Ensure compliance with most up to date MOPH guidelines (*Appendix 9*).
- g) Ventilation System (HVAC) cleaning & maintenance:
- Inspect, clean and maintain all ventilating and air-conditioning systems weekly, in particularly for small and confined areas such as lifts and toilets.
  - Clean and disinfect cooling towers regularly.
  - Ensure compliance with most up to date MOPH guidelines (*Appendix 9*).
- h) Swimming/Spa pools cleaning:
- Ensure residual (free) chlorine level in the water is always maintained between 1 and 3 ppm for indoor pool and from 2 - 4 ppm for outdoor pool .
  - Ensure entire pool area, spas, steaming rooms and cooling berths are free of litter and pest.
  - Remind pool users to shower before entering the pool.
  - Inform lifeguards and pool attendants to look out for any swimmer or visitor who is not feeling well.
  - Ensure compliance with most up to date MOPH guidelines (*Appendix 9*).
- i) Gymnasium cleaning and disinfection:
- Clean and disinfect exercise equipment after each use.
  - Ensure reservations are mandatory to access the gym
  - Restrict gym usage to 1 hour each.
  - Ensure the premises is free of litter and pest.
  - Increase rate of ventilation to allow as much fresh air as possible into the gym room.
  - Require guests to sign in before they are allowed to use gym facilities (to allow easy contact-tracing if required).

- Encourage the users to wash their hands before and after using.
- Provide hand sanitizer all the times.
- Respect social distancing while using the equipment.
- Ensure compliance with most up to date MOPH guidelines (*Appendix 9*).

## **5. Managing COVID-19 cases and disinfection techniques**

*Hotels must ensure procedures to manage COVID-19 suspect cases are in place along with post-handling disinfection methods.*

### **5.1 Handling COVID-19 suspect cases**

- 5.1.1 Identify and manage unwell personnel. Procedures for managing unwell employees, tenants, contractors, suppliers and hotel guests including:
- Arrange dedicated isolation/ quarantine areas for unwell or suspected cases.
  - Designate a dedicated route to the isolation/ quarantine areas and transport pickup area.
  - Arrange communication and transport to designated medical facilities or hospital.
  - Have an evacuation plan of the remaining employees, tenants, contractors, suppliers and hotel guests in case needed or advised by MOPH
- 5.1.2 Assist the MOPH with contact testing/ tracing initiatives by reporting on unwell guests & employees.
- 5.1.3 Thoroughly clean and disinfect the premises exposed to suspected cases of the COVID-19.

### **5.2 Post-handling COVID-19 suspect/confirmed cases**

- 5.2.1 Disinfect quarantine areas and isolation route immediately after handling a COVID-19 suspect case.
- 5.2.2 Use disinfection products that contain appropriate concentrations of active ingredients (A.I s).

Please refer to the link below for more information on disinfectants to use:

<https://www.moph.gov.ga/english/Documents/english/Guidance%20for%20environmental%20cleaning%20in%20non%20healthcare%20facilities%20EN.pdf>

<https://apps.who.int/iris/handle/10665/332096>

- 5.2.3 Where a suspected/ confirmed COVID-19 case has been present at the premises or public space, please follow the below guidelines

#### **General good practices:**

- Clean and disinfect exposed surfaces
- Thoroughly clean toilets using different cleaning equipment
- Seek medical attention if feeling unwell

## Cleaning premises:

- i. Items to prepare for cleaning of premises
  - Organize personal protective equipment (PPE) key items required for cleaning: Gloves, medical masks & disposable gowns.
  - Disinfectant should be prepared in line with table on concentration of active ingredients (mentioned in 5.2.2).
- ii. Cleaning instructions
  - Seal off areas where the confirmed case has visited, before carrying out cleaning and disinfection of the contaminated environmental surfaces. For enclosed spaces, leave the room undisturbed for at least 3 hours after the confirmed case has left the area so as to allow the aerosols to settle. If there is a need to enter the room before it is cleaned or disinfected, put on appropriate PPE before entering.
  - Before you start cleaning, put on a pair of gloves, medical mask, eye goggles and a disposable gown.
  - Avoid touching your face, mouth, nose and eyes during clean-up. Gloves should be removed and discarded if they become soiled or damaged, and a new pair worn. Prepare the disinfectant according to manufacturer's recommendations or bleach solution. For bleach, dilute 1000ppm or 0.1% sodium hypochlorite; bleach solutions with 5.25-6.00% sodium hypochlorite can be diluted with 1-part bleach in 49 parts water. Alcohol can be used for surfaces where the use of bleach is not suitable.
  - Keep windows open for ventilation.
  - Keep cleaning equipment to a minimum.
  - Mop floor with prepared disinfectant or bleach solution, starting from one end of the premises to another.
  - Soak cloths with prepared disinfectant or bleach solution and use them to wipe all frequently touched areas and allow to air dry. A steady wiping motion should be used when cleaning either floors or horizontal surfaces, to prevent the creation of aerosols or splashing.
  - Avoid using a spray pack to apply disinfectant on potentially highly contaminated areas as it may create splashes which can further spread the virus. Clean toilets with a separate set of equipment (disposable cleaning cloths, mops, etc.) using disinfectant or bleach solution. Use an appropriate disinfectant and note that different active ingredients require different periods of contact time to be effective.
  - Remove curtains/ fabrics/ quilts for washing, preferably using the hot water cycle. Avoid tossing and throwing the laundry. For hot-water laundry cycles, wash with detergent or disinfectant in water at 70°C for at least 25 minutes. If low-temperature (i.e. less than 70°C) laundry cycles are used, choose a chemical that is suitable for low-temperature washing when used at the proper concentration.
  - Arrange for a cleaning contractor to properly disinfect the mattresses, pillows, cushions or carpets that have been used by the person who has been confirmed to have the COVID-19.
  - Repeat cleaning the floor with the prepared disinfectant or bleach

solution starting from one end of the premises to another. Avoid going from an area that has not been cleaned to an area that has been cleaned, to avoid dirtying the cleaned area.

- Throw away disposable cleaning equipment made of cloths/ absorbent materials (e.g. mop head and wiping cloths) after cleaning each area, to prevent cross contamination. Discard cleaning equipment into doubled-lined biohazard waste bags arrange for proper disposal of this waste as biohazardous waste
- Disinfect non-porous cleaning equipment used in one room, before using for other rooms. If possible, keep the disinfecting equipment separated from other routine equipment.
- Disinfect buckets by soaking in disinfectant or bleach solution.
- After cleaning and disinfection is completed, remove disposable gown (if worn) and gloves, wash your hands with soap and water.
- All other disposable PPE such as masks and eye goggles, should be removed and discarded after cleaning activities are completed. Hands should be washed with soap and water immediately after each piece of PPE is removed, following completion of cleaning. Eye goggles, if used, should be disinfected after each use, according to the manufacturer's instructions.
- Throw PPE into doubled-lined biohazard waste bags.
- All waste generated from the clean-up should be segregated from other waste and disposed of as biohazardous waste as soon as possible.
- Air and ventilate the premises. Where possible, avoid using the area the next day.
- Ensure compliance with most up to date MOPH guidelines (*Appendix 9*).

## **6. Documentation of all preventive measures**

*Hotels must document all data requested in the templates and checklists along with other COVID-19 related information in a structured manner*

### **6.1 Documents and records**

- 6.1.1 Ensure COVID-19 related documentation is well structured with identification numbers, description titles & dates.
- 6.1.2 Ensure that documents and records are retained for at least 1 year and 6 months for traceability.

## **7. Compliance with government orders, guidelines and health information**

*In addition to Qatar Clean guidelines, hotels must comply with all health information provided by the MOPH.*

### **7.1 Ensure compliance with MOPH orders, guidelines & health information:**

- a. Maintain and comply with the list of relevant guidelines, protocols and health information on COVID-19 from government agencies and ensure that this list is up-to-date. This includes identifying relevant measures and determining how they should be implemented in the hotel.
- b. Comply with all government orders such as home quarantine orders issued by the various Ministries.
- c. Refer to orders, guidelines and advisories on safe distancing and put in place appropriate safe distancing measures.

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**Appendix 1: Checklist for Qatar Clean Program Corresponding to Guidelines**

**1. Qatar Clean Program implementation**

<b>#</b>	<b>Requirement</b>	<b>Description</b>	<b>Yes/ No</b>
1	Hotel management Awareness	Hotel managers to be trained on all key requirements and details of the program	
2	Appoint Qatar Clean Manager	Dedicated full time employee assigned and trained to manage the program at each hotel  Qatar Clean Manager to ensure overall program compliance and report directly to QNTC & MOPH monthly or as requested	
3	Train hotel employees Ensure evidence is made available – photographs, emails, circulars, training minutes, etc.	Training conducted with all hotel employees across teams including, but not limited to Front desk, F&B teams, housekeeping, concierge and security teams	
4	Train all contractors & suppliers Ensure evidence is made available – photographs, emails, circulars, training minutes, etc.	Conduct trainings with all contractors and suppliers (F&B suppliers, maintenance staff, temporary workers, etc.)	
5	Raise guest awareness about the program and display health advisories on hotel premises	Display health information from MOPH in large font at key high traffic areas such as hotel lobby, restaurants & elevators in the hotel.  Mobile app and hotel televisions to highlight key pillars of the program throughout guest's stay at hotels	



## 2. Employee rules

#	Requirement	Description	Yes/ No
1	<p>Temperature check log to be maintained for all employees (Temperature check to be conducted twice daily for employees – upon entry into the hotel &amp; at the time of exit)</p> <p>In addition to temperature logs, it is recommended that hotels use thermal screeners</p>	<p>Temperature check instruments to be made available to security across all entry points</p> <p>All employees to be tested when entering the hotel twice daily</p> <p>Temperature to be entered temperature entry form with each test</p>	
2	Employees entering Qatar to undergo quarantine for 14 days prior to entering hotel premises	Employees must self-quarantine for 14 days post entering Qatar	
3	Employees on home quarantine order must strictly abide and refrain from entering hotel premises	In case of home quarantine order breach, MOPH to be contacted immediately	
4	Employees must wear protective gear such as gloves & masks for all direct custom facing and kitchen roles	Compulsory wearing of masks for staff who are in direct contact with customers and in kitchens for restaurants & dining facilities	
5	Employees must work in fixed teams to trace the chain of infection in case of an outbreak in the hotel (documented circular)	Hotels must ensure that employees work in fixed teams in order to reconstruct infection chain in case of an outbreak in the hotel	
6	Ensure all pre & post shift meetings are virtual. If in person meeting is necessary, ensure safe distancing & masks	Minimize interaction between fixed teams by ensuring pre & post shift meetings are virtual	

7	Ensure vehicles transporting staff operate at less than 50% capacity & are disinfected after each trip	Minimize interaction between employees on transit and in accommodations Transport employees in batches, enforce distancing & frequent disinfection after each trip	
8	Ensure in-house laundry is available for employees and guests	Implementation of in-house laundry system for employees uniform and guests laundry (taking into consideration to separate between them to avoid contamination) If fabric face masks are used, require to have laundry procedure.	
9	Disinfection of seating and tables after each use	Disinfect dining seats/ tables after each use by guests and employees	

### 3. Guest, tenant, contractor & supplier rules

#	Requirement	Description	Yes/ No
1	Temperature check log to be maintained for all guests, tenants, contractors & suppliers (Temperature check across all points of entry for each person at least once daily) In addition to temperature logs, it is recommended that hotels use thermal screeners	Temperature check instruments to be made available to security across all entry points All guests, tenants, contractors & suppliers to be tested when entering the hotel at least once daily Temperature to be entered into temperature entry form with each test	
2	Guests, tenants, contractors & suppliers must sign self-declaration form in case of travel into Qatar in the last 14 days	Guests, tenants, contractors & suppliers must sign self-declaration form at the point of check in or entry stating clearly if they have traveled from abroad in the last 14 days	
3	Guests, tenants, contractors & suppliers must sign self-declaration form that they are not on a home quarantine order	Hotel staff to ensure if guests, contractors & suppliers sign self-declaration form at the point of check in or entry In case of home quarantine order breach, MOPH should be contacted immediately	

4	Ensure disinfection of all items entering hotel premises	Hotel staff to ensure disinfect all items entering hotel premises including, but not limited to food products, cleaning and disinfection material, maintenance goods from suppliers and other goods	
5	Log of cleaning and disinfection of all supplies entering hotel premises	Log deliveries and cleaning of all material including, but not limited to food products, cleaning and disinfection material, maintenance goods from suppliers and other goods	
6	Raise guest awareness about the program and display health advisories on hotel premises	Display health information from MOPH in large font at key high traffic areas such as hotel lobby, restaurants & elevators in the hotel premises  Mobile app and hotel televisions to highlight key pillars of the program throughout guest's stay at hotels	
6	Events with large numbers of participants to be discontinued	Allow only events with small number of participants to prevent close contact, and ensure distancing and occupancy of rooms guidelines are met	
7	Self service offerings such as buffets to be temporarily paused. Hotels can offer room service instead.	Temporarily pause self service offerings such as buffets Instead, hotels should offer guests room service options.	
8	Contactless check in	Develop mobile app to enable contactless check-in via digital keys and compatible doors  Incase of absence of digital keys, ensure minimal contact during handover – use screens at check-in desks & sanitize keys/ cards during handover	
9	Queue management	Ensure queues are fast moving and allow for 2 meters distance between individuals  Guest and employee feedback will be taken into consideration to determine compliance	

10	Seating management	<p>Ensure 2-meter distance between tables at all F&amp;B outlets, common spaces, salons &amp; spas</p> <p>Ensure guests are seated for no more than 2 hours at a time</p> <p>Official inspections along with guest &amp; employee feedback will be taken into consideration to determine compliance.</p> <p>Disinfect seats after each use.</p>	
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#### 4. Frequent disinfection, staff protection and personal hygiene

#	Requirement	Description	Yes/ No
1	Make available liquid soap, disinfecting wipes & hand sanitizers at points of entry, key high traffic areas and guest rooms	Ensure adequate supplies of liquid soap disinfecting wipes and hand sanitizers at points of entry, key high traffic areas and guest rooms	
3	Ensure cleaning and disinfection of most frequently touched guest room areas	Utilize deep cleaning checklist for frequently touched areas during room cleaning to disinfect most frequently touched guest room areas	
4	<p>Ensure a minimum of 8 hours between check-outs and check-ins</p> <p>In case of suspected or confirmed cases, ensure a minimum of 72 hours</p>	<p>Abide by minimum timelines in order to reduce risks of infection</p> <p>Along with abiding by timelines, ensure thorough disinfection of rooms</p>	
5	Report on daily cleaning and disinfection across all common areas.	<p>Log all daily cleaning and disinfection efficiency of all common areas as per guidelines</p> <p>Ensure worker protection with protective gear. Protective gear to be replaced after each room followed by hand washing and sanitizing</p>	

6	Report on daily occupied room cleaning and disinfection during housekeeping	Log all daily cleaning and disinfection processes of occupied rooms as per guidelines  Ensure worker protection with protective gear. Protective gear to be replaced after each room followed by hand washing and sanitizing	
7	Report on cleaning and disinfection of rooms post check out	Log all cleaning and disinfection of rooms post check out as per guidelines  Ensure worker protection with protective gear. Protective gear to be replaced after each room followed by hand washing and sanitizing	
8	Report on employee personal hygiene training and drills	Log all trainings & drills on personal hygiene as described in guidelines	
9	Report on pest control, ventilation system cleaning, waste collection and handling, swimming pool & gym disinfection processes	Log all pest control, ventilation system cleaning, waste collection and handling, swimming pool & gym disinfection processes. (MOPH inspectors will use their own checklist to evaluate those items and process). Report on frequency of cleaning	
10	Report on the efficiency of cleaning and disinfection program	Validation of efficiency will be checked by the availability of cleaning plan, training of staff, and random visual inspections	
11	Food & beverages should follow disinfection protocols	Disinfect dining areas after each seating and ensure proper waste disposal. Provide specific waste bin to dispose face masks & gloves**	
12	Qatar Clean Manager to conduct random checks and report on quality of all disinfection initiatives	Random checks on employees to report on adherence to guidelines	

## 5. Managing COVID-19 cases and disinfection techniques

#	Requirement	Description	Yes/ No
1	Designate isolation route & quarantine rooms and have an evacuation plan for suspected cases	Hotels to set aside a dedicated isolation route & quarantine rooms and develop an evacuation plan for suspected cases  Please refer to guidelines for details	
2	Provide detailed report on cleaning and disinfection processes in case of suspected or confirmed cases	In case of suspected cases, hotels are expected to conduct thorough cleaning and disinfection as per guidelines  Hotels are expected to provide a detailed report post cleaning and disinfection to QNTC and MOPH	
3	Provide inventory of detergents, disinfectants and PPE on a monthly basis	Hotels are expected to provide reports on detergent, PPE & disinfectants usage and inventory on a monthly basis to QNTC & MOPH	
4	Verify quality of PPE & cleaning and disinfectants used	Hotels to follow guidelines and report on quality of cleaning, disinfectants & PPE used to QNTC & MOPH monthly	
5	Follow MOPH protocols for waste management	Hotel should follow the MOPH protocol for waste management ( <i>appendix 9</i> )	

## 6. Documentation of all preventive measures

#	Requirement	Description	Yes/ No
1	Ensure regular checks and proper documentation of checklists, temperature and self-declaration forms	<p>Qatar Clean Manager is responsible for maintaining checklists and may be asked to provide details at any given time</p> <p>Failure to efficiently maintain data will result in penalties for the hotel</p>	
2	At least 1 year and 6 months of reports should be made available at any given time	<p>Qatar Clean Manager is responsible for maintaining reports from previous month and must be prompt with providing data when requested</p> <p>Failure to efficiently maintain data will result in penalties</p>	

## 7. Compliance with government orders, guidelines and health information

#	Requirement	Description	Yes/ No
1	Ensure compliance with Qatar Clean & MOPH guidelines, government orders and health information on hotel premises	<p>Qatar Clean Manager is responsible for ensuring compliance with Qatar Clean guidelines, government orders and health information</p> <p>Random checks on employees to report on adherence to guidelines</p> <p>In case of failure to comply, the Qatar Clean Manager must inform QNTC &amp; MOPH</p>	

**Appendix 2: Guest Temperature Monitoring Log for Qatar Clean Program**

Please keep a record of your temperature reading

- In case temperature is 38°C and above for adults and 38°C for children, please alert Qatar Clean Manager and seek medical attention immediately
- Please keep temperature log for at least 3 months for record audit

Name:

Room number:

QID/ Passport:

Date	Temperature (°C) & time of reading <sup>1</sup>				Do you have the following symptoms?	Guest signature
	First reading		Second reading		Y/N (please specify)	
	(°C)	Time of reading	(°C)	Time of reading		

Please refer to detailed guidelines for instructions on reading guest temperature



**Appendix 3: Employee Temperature Monitoring Log for Qatar Clean Program**

Please keep a record of your temperature reading

- In case temperature is 38°C and above for adults and 38°C for children, please alert Qatar Clean Manager and seek medical attention immediately
- Please keep temperature log for at least 3 months for record audit

Name:

Department:

QID/ Passport:

Date	Temperature (°C) & time of reading <sup>1</sup>				Do you have the following symptoms? <ul style="list-style-type: none"> <li>• Cough</li> <li>• Running nose</li> <li>• Shortness of breath</li> <li>• Muscle pain</li> <li>• Fever</li> <li>• Weak or tired</li> <li>• Digestive disorders</li> <li>• Headaches</li> </ul>	Employee signature
	First reading		Second reading		Y/N (please specify)	
	(°C)	Time of reading	(°C)	Time of reading		

Please refer to detailed guidelines for instructions on reading guest temperature

**Appendix 4: Contractor & Supplier Temperature Monitoring Log for Qatar Clean Program**

Please keep a record of your temperature reading

- 38°C and above, please alert Qatar Clean Manager and seek medical attention immediately
- Please keep temperature log for at least 3 months for record audit

Name:

Company:

QID/ Passport:

Date	Temperature (°C) & time of reading <sup>1</sup>				Do you have the following symptoms? <ul style="list-style-type: none"> <li>• Cough</li> <li>• Running nose</li> <li>• Shortness of breath</li> <li>• Muscle pain</li> <li>• Fever</li> <li>• Weak or tired</li> <li>• Digestive disorders</li> <li>• Headaches</li> </ul>	Contractor & Supplier signature
	First reading		Second reading		Y/N (please specify)	
	(°C)	Time of reading	(°C)	Time of reading		

Please refer to detailed guidelines for instructions on reading guest temperature

**Appendix 5: Travel Declaration & Contact Tracing Form for Guests**

Dear Sir / Madam

To prevent the spread of COVID-19 in our community and reduce the risk of exposure to our staff and visitors, we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in this building.

Thank you for your time.

Guest's name:	Personal contact number (Mobile number/Home):
QID/ Passport no.:	Nationality:
Purpose of visit:	
Temperature reading of guest:	Recorded by (staff name):

Self-declaration by guest	
1	If you have the following symptom(s), please tick the relevant box(es) <input type="checkbox"/> Fever <input type="checkbox"/> Dry cough <input type="checkbox"/> Body aches <input type="checkbox"/> Headaches <input type="checkbox"/> Sore throat <input type="checkbox"/> Runny nose <input type="checkbox"/> Tiredness <input type="checkbox"/> Shortness of breath <input type="checkbox"/> Muscle pain <input type="checkbox"/> Other
2	Have you been in contact with a confirmed COVID-19 patient in the past 14 days? <input type="checkbox"/> Yes <input type="checkbox"/> No
3	Have you travelled into Qatar from a foreign country in the past 14 days? <input type="checkbox"/> Yes <input type="checkbox"/> No  If yes, please indicate the countries/regions

Signature (guest): \_\_\_\_\_

Date: \_\_\_\_\_

## **Appendix 6: Travel Declaration & Contact Tracing Form for Employees**

Dear Sir / Madam

To prevent the spread of COVID-19 in our community and reduce the risk of exposure to our staff and visitors, we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in this building.

Thank you for your time.

Employee name:	Personal contact number (Mobile number/Home):
QID/ Passport no.:	Nationality:
Recorded by (staff name):	

Self-declaration by employee	
1	If you have the following symptom(s), please tick the relevant box(es) <input type="checkbox"/> Fever <input type="checkbox"/> Dry cough <input type="checkbox"/> Body aches <input type="checkbox"/> Headaches <input type="checkbox"/> Sore throat <input type="checkbox"/> Runny nose <input type="checkbox"/> Tiredness <input type="checkbox"/> Shortness of breath <input type="checkbox"/> Muscle pain <input type="checkbox"/> Other
2	Have you been in contact with a confirmed COVID-19 patient in the past 14 days? <input type="checkbox"/> Yes <input type="checkbox"/> No
3	Have you travelled into Qatar from a foreign country in the past 14 days? <input type="checkbox"/> Yes <input type="checkbox"/> No  If yes, please indicate the countries/regions

Signature (employee): \_\_\_\_\_

Date: \_\_\_\_\_

**Appendix 7: Travel Declaration & Contact Tracing Form for Suppliers, Contractors & Visitors**

Dear Sir / Madam

To prevent the spread of COVID-19 in our community and reduce the risk of exposure to our staff and visitors, we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in this building.

Thank you for your time.

Visitor's name:	Personal contact number (Mobile number/Home):
QID/ Passport no.:	Nationality:
Purpose of visit & individual(s) you are meeting:	
Temperature reading of visitor:	Recorded by (staff name):

Self-declaration by visitor	
1	<p>If you have the following symptom(s), please tick the relevant box(es)</p> <p><input type="checkbox"/> Fever      <input type="checkbox"/> Dry cough    <input type="checkbox"/> Body aches    <input type="checkbox"/> Headaches</p> <p><input type="checkbox"/> Sore throat    <input type="checkbox"/> Runny nose   <input type="checkbox"/> Tiredness    <input type="checkbox"/> Shortness of breath</p> <p><input type="checkbox"/> Muscle pain      Other</p>
2	<p>Have you been in contact with a confirmed COVID-19 patient in the past 14 days?</p> <p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p>
3	<p>Have you travelled into Qatar from a foreign country in the past 14 days?</p> <p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p> <p>If yes, please indicate the countries/regions</p>

Signature (visitor): \_\_\_\_\_

Date: \_\_\_\_\_

**Appendix 8: Deep cleaning checklist for frequently touched areas for housekeeping**

<b>Category</b>	<b>Item/ area</b>	<b>Adherence</b>
Switches & electronic controls	Lights	
	Lamps	
	Switches	
	Other electronic controls	
Handles & knobs	Doors	
	Closets	
	Drawers	
	Furniture knobs	
	Drapery pull handles	
Major bathroom surfaces	Toilet handles & seats	
	Splash walls	
	Shower/ tub controls	
	Sink faucets	
	Bidets	
Climate control panels	Thermostats	
	Other temperature control panels	
Telephones, remote controls & clocks	Handsets	
	Dial pads	
	Function buttons	
Bed & bedding	All bed linens	
	Duvet cover	
	Pillowcases	
	Sheets	
Bath amenities	Bulk dispensers	
	Individual amenities	
	Tissue boxes	
	Soap dishes	
	Amenity trays	
	Hair dryers	

<b>Category</b>	<b>Item/ area</b>	<b>Adherence</b>
Hard surfaces	Tables	
	Desks	
	Nightstands	
	Seating – chairs & sofas	
Closet goods	Iron	
	Safe handle keypad	
In room food & beverages	Cutlery	
	Glassware	
	Ice buckets	
	Mini bars	
	Kettle	
	Coffee maker	
Bins & garbage	In room bins	
	Bathroom bins	

The above list is not exhaustive and varies across hotels & room types. Hotels must disinfect all other items/ areas that may be frequently touched by guests.

Hotels must follow disinfection guidelines around disinfectants to use, contact times, frequency and employee safety.