CERTIFICATE OF COMPLIANCE
COVID-19 SOP AND TRAVEL QUALITY BEST PRACTICES

PREMISE SELF ASSESSMENT

CHECKLIST

SEGMEN: TOURISM PRODUCT

2021

PREMISE DETAILS	
Certification Segment:	
Premise Name:	
Premise Address:	
Company Name :	
Company Registration :	
Company Address:	
Telephone & Fax:	Tel: Fax:
Number of Employees:	Operational: Management: Total:
Person In Charge:	
Mode of Contact:	H/P: Email:

INSTRUCTIONS

1. This assessment has THREE (3) sections: Application Requirements, General Criteria of Compliance and Specific Criteria of Compliance. Applicant must complete all sections of this assessment.
2. Applicant must ensure that below criterions have been prepared and ready before proceeding with the application of MySAFE LANGKAWI Certification.
3. Applicant must complete this assessment with integrity.
4. Compliant column: Kindly tick (✓) YES or NO.
5. Document column: Where applicable, kindly mention the relevant document that support to the criteria or mention 'N/A' if not applicable.

Hotel & resort, lodging, food & beverage, travel & tours, retail and tourism product establishments shall observe, adhere and comply with the basic criteria of Covid-19 Standard Operating Procedure (SOP) and Public Health Protocol to protect and assure the safety of their customers, staff and the general public that patronize the premise and engage their services.

*All related establishments operating during COVID-19 Pandemic **SHALL** comply with the following criterions and adhere to Covid-19 SOP set out by National Safety Council (MKN), and also to fulfill all requirements for MySAFE Langkawi certification.*

SECTION A : APPLICATION REQUIREMENTS

No.	Criteria	Compliant		Document
		Yes	No	
1.	Business/company registration is still valid			
2.	Business has valid operating license from the Local Authority			
3.	Covid-19 Education & Risk Assessment (CERIA) Certificate			

No.	Criteria	Compliant		Document
		Yes	No	
4.	Premise is registered with MySejahtera Application			

SECTION B : GENERAL CRITERIA OF COMPLIANCE

No.	Criteria	Compliant		Document
		Yes	No	
1.	Covid-19 Committee is formed / Covid-19 Coordinator is appointed to ensure compliance with the Covid-19 SOP and other related matters			
2.	Staff training on Covid-19 SOP and Risk Assessment. (Covid-19 Education and Risk Assessment – CERIA)			
3.	Establishment of Internal Covid-19 SOP Control System (ICCS) to adhere and comply with the Covid-19 SOP and other matters related and not limited to Covid-19 pandemic			
4.	Dedicated staff is assigned to ensure screening of Guests, Visitors, Staff, Vendors and to ensure adherence of the following: a) Capacity limit as to control and maintain social distancing b) PPE procedure for Guests, Visitors, Staff, Vendors c) Hygiene and sanitizing procedures for all areas			
5.	Handling procedure of Guests, Visitors, Staff, Vendors that shows symptoms of Covid-19 disease (crisis management protocol)			
6.	Prompt, clear, accurate and consistent signage and information, physically or digitally and placed at strategic locations.			
7.	Communication platform is set-up to inform and get feedback from guests, staff, visitors and vendors on Covid-19 matters.			
8.	Guidelines of Do's and Dont's are easily visible to Guests, Visitors, Staff, Vendors			
9.	Daily briefing to staff on Covid-19 SOP and current development.			
10.	Sanitation and disinfection exercise for public areas, elevators, railings, door knobs, other touch points, restrooms and other common areas			
11.	Other PPE (where necessary) such as face shields, apron and gloves are available for use by staff.			
12.	Capacity to assure physical distancing of not less than 1 meter apart and minimize contact between persons			
13.	Hand sanitizers are available at common areas and other strategic places			

No.	Criteria			
14.	Screening Counter/Checkpoint for Customers, Visitors, Staff, Vendors at ALL access points: MySejahtera QR Code, Temperature check, Guest Log Book, Hand Sanitizer			
15.	Staff Health Declaration System/Logbook			
16.	Vaccination: Only to allow those with complete vaccination to enter premise. Reminder notice to be posted or displayed at each entrance.			
17.	Vaccination: All staff must have complete vaccination. Notice to be posted or displayed at each entrance to inform the public.			
18.	Face mask is worn at all times.			
19.	Covered trash can to throw away used face masks			
20.	Contactless Payment System			
21.	Provide good air circulation and ensure proper ventilation system.			

SECTION C : SPECIFIC CRITERIA FOR TOURISM PRODUCT SEGMENT

No.	Criteria	Compliant		Document
		Yes	No	
1.	Physical distancing of not less than 1 meter apart in the premise/area and to minimize contact between persons			
2.	Set and monitor capacity limit of the premise			
3.	IN/OUT traffic flow system is in place and clearly marked at every access point			
4.	Queue control procedure is in place and clearly marked			
5.	Crowd control procedure during peak hours			
6.	Waiting area and seating are clearly marked to adhere physical distancing procedure			
7.	Counter service to adhere physical distancing procedure and to minimize contact between persons			
8.	Sanitize counter frequently			
9.	Application of electronic/digital/contactless service menu or entrance fee prices			
COMPLY (YES/NO):				

FOR OFFICIAL USE ONLY:

GENERAL COMMENTS:

Checked by:		
Name	**Signature**	**Date**
1		
2		