

## CERTIFICATION PROGRAM “MORE HYGIENIC AND SAFE TOURISM (T+HS)”



Associated with the measures for the reopening of Tourism, a Certification Program is projected to support the establishments that effectively manage the prevention of the spread of COVID-19. For this reason, the Mintur (Ministry of Tourism) in coordination with the Minsap (Ministry of Public Health) has developed the Certification Program “More Hygienic and Safe Tourism (T + HS)”, with the aim of preserving the

health and safety of workers and customers, generate confidence and meet the new requirements in terms of hygiene, safety and protection.

It is based on compliance with the provisions of the Cuban Ministry of Public Health, as well as the recommendations of the WTO, the WHO, the operators established in the country and the Tour Operators of the main issuing countries. Risk management is incorporated according to the NC/ISO 31000:2018 Risk Management Guidelines.

It is applicable to accommodation facilities, non-hotel services, support services, transportation, travel agencies, without excluding other companies in the tourism sector in the country.

The Certification will require risk assessment, review and adaptation of all hygiene and disinfection protocols of the facilities; increased control, hygiene and prevention measures for staff; maximize compliance with procedures to ensure food safety and appropriate adaptation of space and mobility, among others. It includes specific education and training for employees.

The document defines the responsibilities of the parties involved (the Entities, the MINTUR Territorial Delegation, the MINTUR General Management for Operations and Quality, the MINTUR Quality Department, the health authority, the facility being evaluated and the Evaluation Group).

The implementation of the T+HS Program is territorial under the direction of the Mintur Delegation and in coordination with the health authority of the territory.

The main steps of the process are identified as follows:

- Pre-application: assessment by the facility of the risk by work areas, application of the checklist or self-diagnosis, training, implementation of the necessary documentation.
- Constitution of the Evaluation Group (EG)
- Assessment of the facility by the EG including the application of the checklist, verification of the know-how and preparation of the assessment.
- Review of results (Mintur-Minsap)
- Certification of the results obtained.

Other aspects to take into account:

- Period of validity: 1 year, half-yearly follow-up and monthly random check of critical points.
- Requirements to maintain the Certification.

The program also has a Guide to opt for the certification “More Hygienic and Safe Tourism”. The guide is in correspondence with the checklist and has 20 chapters, from 1 to 10 are applicable to all tourism facilities, from 11 are applicable to specific areas.

The checklist has a general module with 68 aspects to be evaluated and an assigned value of 92 points, of which 25 are critical with an assigned value of 45 points.

**In general** the following are evaluated: Management, Personnel, General Measures, Information and Communication, Cleaning and Disinfection, Technical and Maintenance Services, Purchase and Storage, Waste Management and Common Areas.

Independent modules evaluate: Tourist accommodation in state facilities and rental houses, Food and beverages, Food safety, Hygiene standards for food handlers, Tourist shops, Water sports, Tourist marinas, Travel agencies, Tourist guides, Tourist information offices, Recreational areas and Tourist transport. Each module evaluates from 5 to 8 aspects, with a value of 8 points and between 2 and 4 critical points.

To obtain and maintain the Certification, the facility must achieve a score less than or equal to 20 points and not include any critical points.