



Post-COVID-19 Operational Guidelines

This manual serves as a guideline for Operations in our country, Malaysia. Any local adaptations may be considered based on the official regulations announced by the federal government from time to time. The manual is constantly being updated.

1) Pre-Arrival:

- All travellers are required to check with their country provincial authorities on the travel requirements for their intended travel to Malaysia.
- Travellers are responsible to comply with the Malaysia Government arrival requirements.
- At each point of entry into Malaysia, public health authorities will be present to ensure each traveller undergoes a health screening, a COVID-19 test as well as activation of the MySejahtera app and completion of the Health Declaration Form on the app.
- For more information about the app, please visit this website https://mysejahtera.malaysia.gov.my/intro_en/. Travellers may also download the app from Apple App Store and Google Play Store.
- All travellers are responsible for bringing the following items and it is up to them to ensure that they have adequate supplies for the duration of their trip:
 - Face masks
 - Rubber gloves
 - Hand sanitiser
 - Cleaning wipes
 - Reusable water bottle
 - Any personal medication
- COVID-19 affects different people in different ways. Most infected people will develop mild to moderate illness and recover without hospitalization.

Most common symptoms	Less common symptoms	Serious symptoms
Fever	Aches and pain	Difficulty breathing or shortness of breath
Dry cough	Sore throat	Chest pain or pressure
Tiredness	Diarrhea	Loss of speech or movement
	Conjunctivitis	
	Headache	
	Loss of taste or smell	
	Rash on skin or discoloration of fingers or toes	

- Travellers are required to seek immediate medical attention from their public health authorities if they show any serious symptoms before they proceed to visit Malaysia.



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2) Arrival:

- Guides and drivers' temperatures must be checked and recorded before the arrival. Drivers and guides will be monitored at regular intervals to ensure they do not show any symptoms of COVID-19.
- Guests, guides and drivers must wear a face mask at all times.
- Drivers, guides or any other staff members will not shake hands with visitors upon arrival or during any other time of touring.

3) Transfers:

- Staff members of the World Express will wear face masks when meeting with guests and handling luggage.
- Transfer vehicles will be sanitized before each use.
- Drivers and guides will wear face masks when meeting with guests and during the transfer.
- Transportation providers will be asked to provide a bottle of shared hand sanitizer in the vehicle; however, we highly recommend travelers to bring their own sanitizer.
- Please note that depending on the booking (FIT/GIT/SIC) and type of vehicle which is being used, we might not be able to meet the social distancing requirements. All guests have the option to upgrade to exclusive vehicles (at a cost). Please let us know in advance if an upgrade is required.

4) Accommodation:

Each accommodation property or group will put in place their policies and procedures to help protect guests and staff from the risk of contracting COVID-19. Subject to pending government guidelines, these procedures will vary to some degree between countries and properties but at a minimum will include:

- Efficient check in processes by the hotels to avoid crowding at lobby
- Rooms (or tents) to be thoroughly disinfected between guests
- Linens to be washed in antibacterial solutions at a high temperature
- Staff to be monitored on a regular basis for any symptoms
- Staff to wear appropriate protective gear
- Additional hygiene in all food preparation and service areas
- Where feasible, dining tables to be set at a distance from each other
- Public areas including bars and restaurants outlets will be disinfected regularly

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- Meal formats may vary from one property to another. Below are some of the measures being considered by various properties:
 - Set menu / à-la-carte meals
 - Where buffets are in place, additional protective screening is being considered and individual single portions on the buffet to avoid using a common serving spoon
 - For buffets servers will dispense food and guests will not handle the serving spoons
 - Some live cooking stations will be considered which would be managed by a chef behind a screened area.
 - Sports equipment and gym facilities will be cleaned and sanitised before and after each use.
 - Avoid using crowded elevators.

5) Touring:

- Travellers should refrain from shaking hands with other people during the entire duration of the trip.
- Guests, guides and drivers must wear a face mask at all times.
- Guides and drivers to maintain at least two meters distancing from guests when possible.
- Avoid crowded areas, such as markets, and practice social distancing while waiting in line.
- Guides to give a proper briefing to the guests on the measures we have taken to prevent the spread of the COVID-19 and request them to cooperate for their health, safety and environmental concerns. (not to touch the face, wash hands, no shaking hands)
- Guides to sanitize hands regularly, especially before handling food
- Any beverages or snacks for guests should have packaging wiped down with disinfectant before being offered.
- Guides should handle all banknotes and coins for any trip expenses or use contactless payments where possible.
- Public transportation should be avoided.
- Recommendations:
 - Comfortable, breathable, smart phone friendly gloves for the driver and guide during non-customer interaction times and sanitation gloves for higher risk periods.
 - Masks to be worn always, disposable surgical masks are recommended.
 - Where possible, guests should have their own refillable water bottles to reduce use of plastic bottles which would require sanitizing.
 - Encourage guests to bring their own sanitizers for their own personal use.
- Depending on availability, vehicle allocation during tour planning is to be done in a manner to carry only half the number of passengers from the full seating capacity of the respective vehicle
- Food and beverage in the car must be provided in line with food and beverage sanitary standards.
- All touch points in the vehicles need to be cleaned after every service. Including door handles, seat cushions, handlebars.



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- Recommendations:
 - Drivers to avoid driver rooms or similar locations unless these are cleaned and sanitized according to basic hygienic standards. Avoid gathering with other drivers.
 - For cleaning during operations, only chemical fluids should be used
- Ensure that the above procedures are being followed through until the very last day.

Handling procedure for in-house guests showing minor illness:

For cases where guests show no symptoms of illness upon their arrival, but a few days later reporting minor illness in the hotel.

Since 'new normal' status of the pandemic period, in lieu of government's protocol on such case, we shall:

- Contact hotel and coordinate to have guests checked by in-house doctor
- Coordinate with hotel if special assigned room within the hotel been prepared to anticipate self-isolation requirements for guest with minor illness. If hotel do not have this special requirements, we will refer to separate rooms of the other sharing guest to other rooms (Single occupancy during period of 14 days observations)
- We will communicate with guests for assistance, with 24HRS hotline number(s) available to be contacted for assistance.
- We will communicate to hotel, for meals and daily supplies arrangements to guests be on self-quarantine period.
- We will contact Agent for preliminary report and health insurance coordination of respective guest. We will also update guest condition on daily basis to Agent.
- Should guests prefer to leave the country, government standard procedure of exit permit on new normal pandemic period shall apply, i.e. documents requirements to fly to be completed. We will provide assistance on this requirements, however decisions of fit to fly will be on authorized institution issuing those required documents.
- Should the condition of guests worsen, we will refer to government procedure of handling suspect COVID-19 acquired person. We will contact COVID-19 task force and have to follow steps of handling suspect COVID-19 acquired person, i.e. evacuation to a special prepared hospital. We, however will stay in contact with guests as well as coordinate with task force to update Agent on day by day progress.

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6) Restaurants:

- Temperature checks to be conducted at all entry points.
- Wash or sanitize hands before all meals.
- Guides to wipe down any tables and chairs not already sanitized by restaurant/food vender.
- Sharing dishes should be avoided, communal serving utensils to be used only if needed.
- Practice social distancing.
- Chefs and service staff to wear face masks.
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7) Flights:

Based on information received from several domestic and international airlines, we expect the following provisions:

- Pilots and flight attendants will be monitored at regular intervals to ensure they do not show symptoms of COVID-19.
- Flight attendants will wear face masks and protective gear when serving guests.
- Aircrafts will be cleaned with a sanitizing agent before each use.
- All seats on aircrafts will be sold. Social distancing will be limited.
- The selection of food and beverages will be limited or even non-existent, depending on the duration of the flight and airline.
- Efficient check in processes by airlines to avoid crowding at counter.

8) Departure:

- Ensure that the above procedures are being followed through until the very last day.
- Refrain from shaking hands or hugging, even during the farewell.



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9) General Liability:

World Express and its affiliated companies will not be held responsible in case of contracting the COVID-19 virus.

It is the responsibility of all guests, business partners and staff members to adhere to all guidelines in addition to local or national government regulations that can be enforced or updated at any time.

It is the responsibility of the traveler to ensure that all members of their party meet the necessary requirement for insurance coverage before entering the country.

Contact Us:

WORLD EXPRESS TOURS MALAYSIA

Level 6, Lion Office Tower, No. 1 Jalan Nagasari, 50200 Kuala Lumpur, Malaysia.

t: +603 2148 9601 / +603 2148 5412 | f: +603 2142 1129 |

e: [wpxkul@worldexpress.travel](mailto:wxpkul@worldexpress.travel) | w: <http://www.worldexpress.travel>

facebook: <https://www.facebook.com/wxpma> | twitter: <https://twitter.com/wxpma>

AN EXPRESSION OF QUALITY

World Express has elected to be guided in its business pursuits by the principle of Total Quality Management. We were one of the first inbound tour company in Malaysia to be certified to the internationally recognized ISO 9001 standard and we have continued to maintain and uphold our level of service to this high standard for almost two decades. Effective May 2018, our certificate has been upgraded to the new ISO 9001:2015 standard.

