



# COVID-19 IMPACTS on the tourism industry ENSURING SAFETY

for tourist during a pandemic

Presented by:

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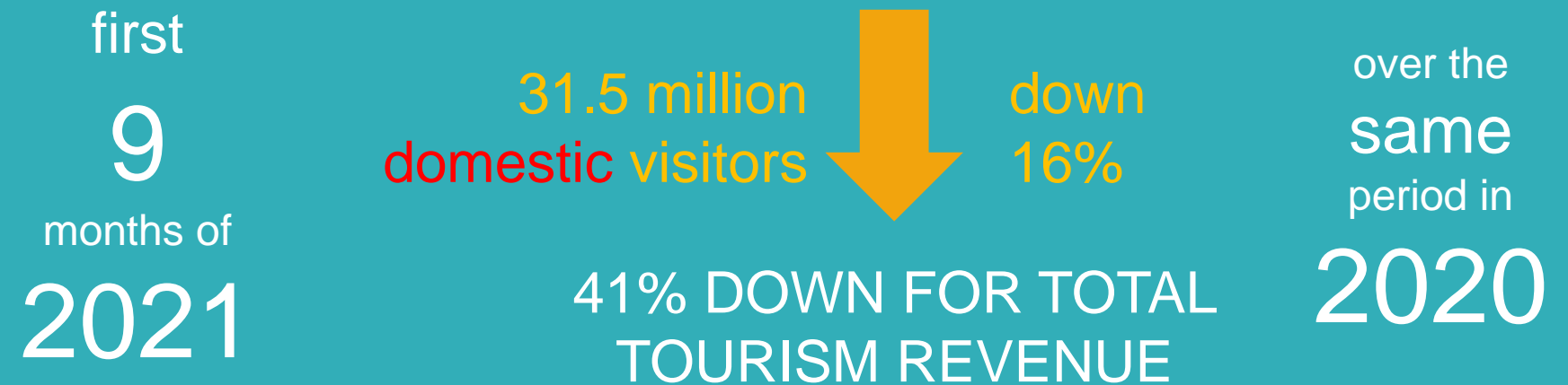
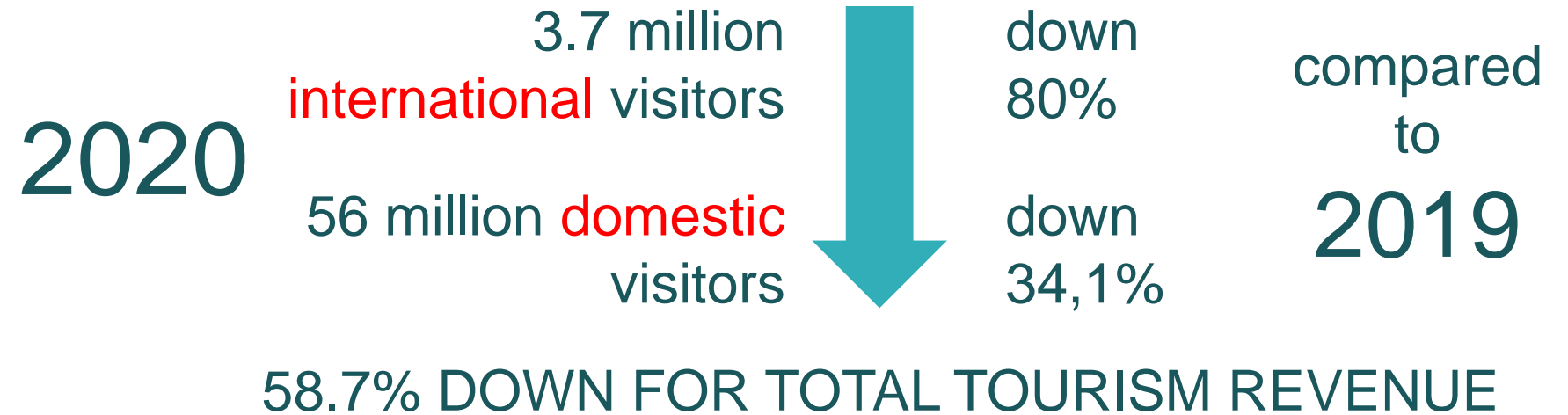


# I. COVID-19 IMPACTS ON THE TOURISM INDUSTRY



# I- COVID-19 IMPACTS

## On the Tourism Industry



**Vietnam  
Tourism  
Industry**



# I- COVID-19 IMPACTS

## On the Tourism Industry

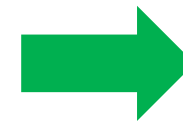
### Vietnam Tourism Industry

2020

Most of the tourist spots are empty

2021

Tourism activities were shutdown many times



Focus on Domestic tourism

Doanh nghiệp

Paused business

Suspended operations

Operating in moderation



Obstacles

Financial & Human resources

Unstable tourist markets



## II. ENSURE TOURIST SAFETY DURING A PANDEMIC



# 1. ENSURING SAFETY FOR TOURISM WORKERS



# 1. ENSURING SAFETY FOR TOURISM WORKERS

## 1.1. Zoning for adaptive behaviors

- Nationwide
- Locality (province/city)
- Workplaces
- At home
- In public places



# 1. ENSURING SAFETY FOR TOURISM WORKERS

## 1.2. Disseminate and improve workers' understanding of the pandemic

- 1 Assign responsibility to the leaders in charge of ensuring safety and prevention of pandemic
- 2 Guidance on health regulations, local authorities, authorities in charge where the enterprise is located
- 3 Establish and provide guidelines for the process and organize safety procedures against COVID-19 for different teams



# 1. ENSURING SAFETY FOR TOURISM WORKERS

## 1.3. Organize pandemic prevention practices for employees

Instruct employees to strictly comply with regulations

Fully engage employee into the propaganda

Monitor the execution of pandemic prevention

Pandemic prevention equipment

+ Physical exposure

Compliance with safety guidelines

+ Infection control

Updating information

+ Using tools and equipment

+ Safety wears, protectives, gloves, masks

+ Food and beverages supplies

Assess the risks and possible threats caused by the pandemic

Implement daily report on the health of workers, verifying that they and their family members are symptom-free

Educate and train employees



## 2. ENSURE THE SAFETY OF TOURISTS



## 2. ENSURING SAFETY FOR TOURISTS

### 2.1. Propagating actions of COVID-19 prevention

Guidelines related to pandemic prevention procedures

Apply online communication tools: Internet, SMS, TV...

Comprehensive

Accurate

Up-to-date

INFORMATION



## 2. ENSURING SAFETY FOR TOURISTS

### 2.2. Organize the process to ensure safety for tourists

Investigate travelers' epidemiological factors before arrivals

Specific regulations depending on the nature of each outbreak

Check the preparation progress at the operating service units

Anticipating contingent situations to provide techniques and training for tour guides

Develop a plan to organize a safe tourism program

Determine deploying closed or open tourism

Monitor the safety level, employees and tourist

Monitor tourists' health status after the trip



# 3. KEY GENERAL REGULATIONS

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**CHUNG SỐNG AN TOÀN VỚI ĐẠI DỊCH COVID-19**



The infographic illustrates the 5K strategy for COVID-19 prevention. At the center is a circular graphic with 'THÔNG ĐIỆP 5K' (5K MESSAGE) in the middle. Five petals radiate from the center, each representing a key regulation:

- KHẨU TRANG** (Face Mask): Wearing fabric masks in public places, crowded areas, and where people are gathered.
- KHỬ KHUẨN** (Hand Hygiene): Washing hands frequently with soap and water, or using hand sanitizer.
- KHÔNG TẬP TRUNG** (No Gathering): Avoiding crowded places and group gatherings.
- KHÔNG CÁCH** (Social Distancing): Maintaining distance when interacting with others.
- KHAI BÁO Y TẾ** (Medical Reporting): Reporting symptoms like fever, cough, and difficulty breathing to the Ministry of Health's hot line (19009095) or local health authorities for safe medical treatment.

Additional information includes: 'Giữ vệ sinh, lau rửa và để nhà cửa thông thoáng' (Keep hygiene, clean and ventilate rooms); 'Thực hiện khai báo y tế trên App NCOVI' (Report on the NCOVI app); and 'Cài đặt ứng dụng Bluezone tại địa chỉ <https://www.bluezone.gov.vn> để được cảnh báo nguy cơ lây nhiễm COVID-19' (Install the Bluezone app at the address to receive COVID-19 infection warnings).

**Hãy giữ an toàn cho Bạn và Chúng ta trước Đại dịch COVID-19**

#BYT\_nCoV  
#CT\_and\_nCoV  
TTXVN  
<https://infographics.vn>

- Arrange distancing system in the workplaces
- Capacity of guest service locations
- Hygiene, disinfection and waste treatment process
- Hotline to instruct and provide assistance to customers
- Touchless tourism



## 4. METHOD OF ORGANIZATION AND IMPLEMENTATION





# Integrate **SAFE** tourism

4.

## SET OF CRITERIA

Based on the regulations of:

- Health governments
- Local authorities

Stakeholders

Tourists

1

Service personnel

Programs

Destination

2

Destination

Service chain

Service

3

Service



# SAFE TOURISM ORGANIZATION

## SET OF CRITERIA

- ▼ Center
- ▼ Locality (province/city)
- ▼ Enterprises/service providers

4.

# SAFE TOURISM ORGANIZATION

## CRITERIA for safe tourism

4.

Functions

1

Businesses can easily, flexibly adapt to ensure the safety of workers and tourists

2

Foster the control and monitoring mechanism of the level of safety and risk

3

Facilitate the prediction of contingent situations and suitable response procedures



**THANK YOU FOR**  
**Watching!**

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