



# ENFORCEMENT OF COVID-19 HEALTH PROTOCOLS BY BUSINESSES

---

## TABLE OF CONTENTS

INTRODUCTION .....	3
GENERAL STANDARD OPERATING PROCEDURES.....	4
SECTOR SPECIFIC STANDARD OPERATING PROCEDURES .....	6

## INTRODUCTION

KEPSA commends Government of Kenya's leadership in the COVID-19 crisis and appreciates the ongoing collaboration between government and private sector as the dialogue shifts from immediate response activities to economic restart and recovery activities.

Since the onset of the Covid-19 pandemic in the county, KEPSA has been at the forefront coordinating the private sector and complementing the government of Kenya efforts towards combating Covid-19 to strengthen the resilience and recovery of the economy, support health and social wellbeing of Kenyans, and ensuring stability and security of the Kenyan Society.

The current increase in infection rate is worrying and should be contained to avoid limit the dangers of another wave. KEPSA notes with concern that the weak link in the fight against the pandemic is non-compliance of individuals with containment measures and protocols and enforcement of the same. KEPSA therefore urges every Kenyan to take individual responsibility and be part of the solution.

KEPSA, therefore, is encouraging all the private sectors associations and businesses to engage their members and teams to ensure enforcement of measures relevant to the respective sectors. We, together, developed the measures below per sector that were adopted by government and are appealing to all to focus on enforcement for that is our weakest link as individuals and organizations in the fight towards Covid-19.

This document consolidates proposals to already existing standard operating procedures on workplace measures and protocols to maintain health and safety from various private sector players representing all sectors of the economy. The protocols address key challenges of ensuring continuous business operations during Covid-19 while minimizing employee transmissions and guaranteeing labor rights for quarantined employees.

## GENERAL STANDARD OPERATING PROCEDURES

The general standard operating procedures to guide easing of the containment measures and that cut across all sectors of the economy include:

1. Observe social distancing measures.
2. Use of face masks in all public places.
3. Provide temperature screening at entry points and increase sanitation units.
4. Provide easily accessible handwashing stations or sanitizer dispensers and ensuring constant supply of water on premises.
5. Maintain a daily attendance register for all persons that visit their premises to support contact tracing.
6. Employers are strongly urged to allow employees to work from home with exception of employees offering essential services.
7. Use bulk SMS, mass email, notice boards, WhatsApp, or video platforms to broadcast messages to staff.
8. Display up-to-date company and Ministry of Health's social distancing and health guidelines clearly within the premises e.g. on notice boards.
9. Clean low-traffic areas of premises as often as possible daily (e.g. floors, individual desks), with soap or alcohol-based disinfectants; fumigate where possible with chlorine-based disinfectant (low-cost) or any other recommended disinfectant.
10. Clean high-traffic areas, high-touch surfaces and equipment as often as possible daily (e.g. kitchen, bathrooms, door handles, stair rails, chair arm rests, reception desk surfaces, commonly used scanners, keypads, PDQs, POS, toilet push plates, all taps, tables, machines, counters, elevator buttons etc).
11. Ensure adequate aeration of office premises through open doors, windows, and cleaned ventilators.
12. Develop protocols for employees demonstrating symptoms, e.g. conduct an initial infrared temperature test, ensure the employee sits still in isolation in an open space; repeat temperature test after 20 minutes -if the second reading is still high, arrange for the employee to be transported to hospital for a COVID-19 test.
13. Immediately report and isolate workers or customers exhibiting any symptoms, and any co-workers they came into contact with, as per Ministry of Health guidelines.
14. Guarantee paid sick leave for employees who contract the virus in accordance with Kenya labour laws.
15. Honour medical coverage for all employees throughout the crisis e.g. NHIF and other medical insurance policies.
16. Promote contactless business by use of digital platforms on transactions moving away from physical contact.
17. Provide an option for supply of products through online platforms for customers to order for home delivery. All Online Delivery Partner riders must have masks on, wash and sanitize as per Ministry of Health guidelines.

18. Frequent disinfection of building entrances, public areas, rooms, back of house areas and vehicles.
19. Conduct training on Covid-19 hygiene protocols to all staff members and provide information and practices that are in place to prevent the spread of COVID -19.
20. Conduct comprehensive hygiene and prevention training programs for all staff.
21. Staff members to report respiratory illness to the employer and seek medical attention following onset of cough, fever, fatigue, sore throat, runny nose, difficulty breathing and/or shortness of breath. Contact #719 if requiring further health advice and report the illness to the County Director of Health.
22. Uniforms will need to be changed daily and sanitized properly; steam press or heat iron can be used.
23. Create a team of counselling professionals to deal with mental health issues arising from COVID-19 related matters and the stigma that comes as result of screening and treatment.
24. Digitise government services and implement e-Gov to reduce in-person interactions.
25. Develop targeted communications (on topics such as mitigation measures, getting back to work, etc.) to create public awareness. Carry out engendered communication to drive inclusion of women, youth & persons with disability.
26. Establish mobile clinics to extend healthcare access for the elderly in all counties.

## SECTOR SPECIFIC STANDARD OPERATING PROCEDURES

	Sector	Priority areas	Specific Interventions
1	Sports and Creative	Precautionary measures	<ul style="list-style-type: none"> <li>• Ensure no crowding for sporting/creative events; set up events to ensure social distance</li> <li>• Mandatory wearing of face masks for the non-performers.</li> <li>• Ensuring people sanitize and hand wash regularly.</li> <li>• Develop social distancing policy for training and how many people can be allowed in a stadium etc.</li> <li>• Sports wears and equipment businesses to retail products and services on an online platform</li> <li>• Encouraging players and people wanting to keep fit to use customized homemade gyms equipment and family workouts.</li> <li>• Promotion of indoor sports and arts activities with social distancing guidelines</li> <li>• Exploring local manufacturing of equipment in this sector while setting up Special Economic Zones (SEZs).</li> <li>• Federations to ensure that they have thermometers to check temperatures of players before and after training. This will be enhanced by regular free testing.</li> </ul>
		Social distancing during events	<ul style="list-style-type: none"> <li>• Map out all the major entertainment zones in Nairobi, Mombasa, and other cities.</li> <li>• Once these areas are mapped, in collaboration with stakeholders e.g. for Nairobi- the Kenya Police, the Nairobi Metropolitan Services Office, Health Ministry, National Environment Management Authority (NEMA) and other stakeholders, map out the streets adjacent to these spots that may be converted (permanently or temporarily) into open air restaurants for food, drinks, dance and music during events.</li> <li>• Once the mapping of the streets is complete, it is important to;               <ul style="list-style-type: none"> <li>○ increase amenities in these areas including street lighting, parking areas, toilets, refuse and waste spots, and handwashing infrastructure.</li> <li>○ gazette these areas into a higher noise levels zones.</li> <li>○ allocate the maximum number of patrons per area.</li> <li>○ gazette the closure of these streets (e.g. Friday to Sunday night / or all evenings etc.) prior to the day of the sporting event.</li> </ul> </li> </ul>

	Sector	Priority areas	Specific Interventions
2	Environment, Water and Natural Resources	Precautionary measures	<p><b>Recycling industry</b></p> <ul style="list-style-type: none"> <li>• Make it mandatory for all persons coming into contact with post-consumer waste during reclamation (picking, collection, sorting, value addition and processing) to undergo thorough medical tests including covid-19 tests.</li> <li>• Such persons while on duty must always adhere to safe working instructions, understand well personal hygiene management, wear personal protective equipment covering the whole body where necessary, face masks and gloves are mandatory. This will reduce possible infection from waste whose source and health status of its producers is uncertain.</li> <li>• Training waste collectors on how to observe basic rules of Occupation Health and Safety Administration (OSHA). This will enhance them to abate any possible infection and transmission at work.</li> <li>• Install or label information posters and stickers communicating Covid-19 safety measures awareness.</li> </ul>
		Sanitation Measures	<ul style="list-style-type: none"> <li>• Mandate all the collectors, value-adders, and converters to install and maintain hand washing (with soap and water)/sanitizing points for those moving in and out of their premises.</li> <li>• Such points should be accessible to all at the point of entry/exit as workers throughout the working time.</li> </ul>
		Screening for possible cases	<p><b>Formal Players</b></p> <ul style="list-style-type: none"> <li>• Limit or control unauthorised access to working place.</li> <li>• Those at value addition and conversion level to develop in-house procedures for conducting infra-red temperature testing for all persons during entry into their premises. i.e. for those who are symptomatic: Conduct an initial temperature test, if the temperature is high as per the Ministry of Health guidelines, ensure the person sits in isolation in a well-ventilated area for 20 minutes and thereafter conduct a second temperature test. If the person still exhibits high body temperature, arrange on how the person will undertake further tests for COVID-19 in a hospital.</li> </ul> <p><b>Informal Players</b></p> <ul style="list-style-type: none"> <li>• Request and encourage those in informal operations (waste picking and collection) to observe the guidelines given by the Ministry of Health regarding personal health measures especially testing and follow up.</li> </ul>

	Sector	Priority areas	Specific Interventions
		Social distancing measures	<ul style="list-style-type: none"> <li>Sensitize and emphasize all recyclers on the importance of maintaining social distance of at least 1.5 meters at and out of work in order to minimize their chances of getting infected.</li> </ul>
		Precautionary contact tracing measures	<ul style="list-style-type: none"> <li>Maintain a daily attendance register for all persons that visit their premises. This will help in contact tracing.</li> </ul>
		Waste segregation- Handling of infectious waste (such as gloves, masks, water bottles, soap bottles etc.)	<ul style="list-style-type: none"> <li>Strictly follow the NEMA National guidelines for the management of COVID-19 waste to avoid cross infection and spread of the virus in the recycling/sorting facilities.</li> <li>Ensure segregation and keeping separate waste in coded bins, securing, packaging, treatment and disposal as provided in the Seventh, Eighth and Ninth Schedules of the Regulation and the Health Care Waste Management Guidelines under the Ministry of Health.</li> <li>Ensure that segregation of waste is undertaken with caution.</li> <li>Ensure that the covid-19 generated waste is segregated at source and should not be mixed with general waste.</li> <li>Ensure that the waste is collected and transported by NEMA licensed waste handlers.</li> <li>Ensure that the waste is disposed through licensed infectious disposal facilities.</li> </ul>
3	Travel and Tourism	Management and Supervision	<ul style="list-style-type: none"> <li>The Management Team should make sufficient human, physical and economic resources available to ensure that the procedures can be implemented rapidly and effectively.</li> <li>The implementation of the procedures and the effectiveness of the measures undertaken should be evaluated frequently to verify compliance, identify, and correct gaps, and adapt the plan to practical experience.</li> <li>A Crisis Team involving members of each relevant department can support Management in the implementation of the action plan and timely identification of required adjustments.</li> <li>It is advisable to keep a logbook/check list in each department of the important actions and measures carried out and to record them in enough detail</li> <li>Communication should be maintained between Management and staff, including through the managers in charge of the different departments, in order to predefine an information policy for guests as well as to rapidly provide and obtain information on incidents that may arise in the establishment and to know the status of the situation at all times.</li> </ul>



	Sector	Priority areas	Specific Interventions
			<ul style="list-style-type: none"> <li>• Management should organize regular information briefings that should cover all the basic protective measures against COVID-19 and the signs and symptoms of the disease. Training may be needed for specific departments.</li> </ul>
		General Disinfection	<ul style="list-style-type: none"> <li>• Prior to reopening, a disinfection procedure is carried out by housekeeping with special consideration given to the application of cleaning and sanitation measures in all areas in line with the Ministry of Health requirement (Protocol 11.1, 11.2 and 11.3 of the MOH guidelines) .</li> <li>• It is important to optimize the flow of fresh and recycled air throughout the property’s air-conditioning system to avoid the spread of potentially airborne viruses.</li> <li>• Frequent disinfection of building entrances, public areas, rooms, back of house areas, vehicles and with special attention given to high touch areas.</li> </ul>
		Staff Health	<ul style="list-style-type: none"> <li>• Provide information and practices that are in place to prevent spread of COVID -19.</li> <li>• Conduct Covid-19 tests on all staff members. We recommend that staff are tested within our facilities by MOH teams.</li> <li>• Conduct comprehensive hygiene and prevention training programs for the staff.</li> <li>• Scanning of temperature to be conducted on staff at the beginning of every shift.</li> <li>• Staff transport (buses) to be disinfected daily.</li> <li>• Social distancing to be practiced by all staff.</li> <li>• Staff members to wash hands and apply alcohol-based sanitizers upon arrival.</li> <li>• Frequent hand washing and sanitization to be observed during shift.</li> <li>• Staff facilities (changing rooms and cafeteria to be cleaned and sanitized twice daily.</li> <li>• Staff members to report respiratory illness to the employer and seek medical attention following the onset of cough, fever, fatigue, sore throat, runny nose, difficulty breathing and/or shortness of breath. Contact (719) if requiring further health advice and also report the illness to the County Director of Health.</li> <li>• Provide staff with protective gear such as masks, gloves, protective apron where applicable.</li> <li>• Uniforms will need to be sanitized properly; steam press or heat iron can be used.</li> </ul>
		Guest Health	<ul style="list-style-type: none"> <li>• Guests arriving from outside Kenya to be tested 14 days before their departure and obtain a Covid negative certificate.</li> <li>• Temperature screening to be conducted on all guests at the main entrance.</li> <li>• Guests to wash their hands and use alcohol-based sanitizers upon arrival at the hotel.</li> </ul>

	Sector	Priority areas	Specific Interventions
			<ul style="list-style-type: none"> <li>• Hotel to provide wash up facilities and hand sanitizers.</li> <li>• All guests required to wear face masks when in public areas of the hotel.</li> <li>• Suitcases to be disinfected before delivery to guest rooms.</li> <li>• Guests to install Covid-19 App on their mobile phones.</li> </ul>
		Front Desk	<ul style="list-style-type: none"> <li>• All front office staff to wear face masks.</li> <li>• Install protective screens or barrier at the front desk between guests and team members.</li> <li>• Concierge team to offer hand sanitizers for guests upon arrival.</li> <li>• All arrivals are screened to identify if they have any symptoms of COVID -19 and their body temperature is taken upon check-in.</li> <li>• Obtain guest information in advance to limit time spent at the Front Desk.</li> <li>• Front Office Manager refers all sick guests or suspected cases to the hospital for medical check-up. This information should also be passed on to the County Director of Health.</li> <li>• Disinfect the hotel lobby and reception regularly (at least twice a day).</li> <li>• Ensure markings on the floor at reception to maintain Social Distancing.</li> <li>• Make Express check-out process available for guests to minimize contact.</li> <li>• Offer cash-free methods of payments.</li> <li>• Keep swabs which Guests can use with sanitizer to clean their phone or credit cards.</li> <li>• Ensure room keys are disinfected and presented safely upon check-in.</li> <li>• Create a separate check-out area if you think it's getting over-crowded and wherever possible use e-check out by emailing the bill &amp; accepting online payments.</li> <li>• Advise the Guests to inform their check-out plans in advance so that bills can be made ready</li> </ul>
		Preventive measures	<ul style="list-style-type: none"> <li>• Conduct training on Covid-19 hygiene protocols for all staff members.</li> <li>• Regular cleaning and disinfection of high touch surfaces such as door handles, tables, elevator buttons, switches, public equipment, tools, cutlery and crockery, pots and pans.</li> <li>• Avoid contact with others e.g. handshakes, touching, kissing, hugging and other intimate contact.</li> </ul>
		House Keeping	<ul style="list-style-type: none"> <li>• Carts, trolleys, and equipment to be disinfected at the start and end of every shift.</li> <li>• Cleaning plan is followed for guest rooms by focusing on high touch areas which are used by in-house guests.</li> <li>• Minimize contact with guests.</li> </ul>

	Sector	Priority areas	Specific Interventions
			<ul style="list-style-type: none"> <li>• Room linen to be changed once in two days or ONLY on request; no turn down services to facilitate minimal contact</li> <li>• Duvets to be cleaned after every check out. Blankets can be used instead of duvets where they are easier to clean.</li> <li>• When guests are in the room, offer to return later.</li> <li>• Increase the frequency of cleaning and disinfecting especially guest bathrooms.</li> <li>• Cleaning staff should be trained on the use of and provided with personal protection equipment: - Gloves - Disposable gowns - Closed shoes - If doing procedures that generate splashes (e.g. while washing surfaces), add facial protection with a face shield and impermeable aprons.</li> <li>• Housekeeping and cleaning staff should inform the management or the reception desk of any pertinent incidents, including possibly sick guests in their rooms. They must treat all this information with discretion.</li> <li>• For soft furnishings (sofas, mattresses, etc.), other cleaning procedures may be used: steam cleaning (vaporizer).</li> <li>• Display door hangers with cleaning and disinfection procedures in each room.</li> <li>• Provide travel size hand sanitizers to guests as an in-room amenity during their stay.</li> <li>• Place TV remote controls in individually sealed protective bag after disinfection</li> </ul>
		Linen Management	<ul style="list-style-type: none"> <li>• Linen and clothes should be put in special, marked laundry bags and handled carefully.</li> <li>• Clean and disinfect hampers or other carts for transporting of laundry.</li> <li>• Instructions are given for washing linen in hot cycles (70°C or more) with the appropriate detergents.</li> </ul>
		Hotel Leisure Facilities (Swimming pools, kids club, spa, gym, etc.)	<ul style="list-style-type: none"> <li>• Increased frequency of cleaning and hygiene protocols.</li> <li>• Maintain the concentration of disinfectant in water for consumption and in pools or spas within the limits recommended.</li> <li>• Provide sufficient dressing rooms, shower rooms, toilet facilities and lockers for the guests.</li> <li>• Provide adequate handwashing facilities including liquid soap, paper towels, hand dryer and hand sanitizers.</li> <li>• Regular disinfection of high touch areas such as door handles, card terminals with anti-bacterial liquids.</li> <li>• Make sanitizer and disinfectant wipes available to all guests in the fitness and wellness areas</li> </ul>

	Sector	Priority areas	Specific Interventions
		Dining	<ul style="list-style-type: none"> <li>• Set tables at 1.5 meters apart.</li> <li>• Guests to wear masks when moving from their tables to different parts of the dining area.</li> <li>• Set bar stools at 1.5 meters apart.</li> <li>• Guests not allowed to serve themselves from a buffet. Where buffets are available, service to be done by hotel chefs who will wear masks and gloves.</li> <li>• Drinks to be served on the table by waiters who will be kitted with PPE's.</li> <li>• All guests to use hand sanitizers at the entry of dining areas and bars.</li> <li>• Dining tables and chairs to be cleaned and sanitized before sitting new guests.</li> <li>• Waiters and service staff to wash hands and sanitize after serving each table.</li> <li>• Suppliers of goods and services contractors to follow safe systems of work to prevent the spread of COVID-19.</li> <li>• Arrival instructions should explain to Guests that they should come down to the restaurants only when a table is available to avoid crowding.</li> <li>• Regular cleaning of machines and where possible operated by staff member.</li> <li>• Offering room service as a solution ideally in a no-contact delivery method.</li> </ul>
		Elevators	<ul style="list-style-type: none"> <li>• Ensure that safety instructions, including the number of guests allowed at one time, are placed inside the elevator and is easily visible.</li> <li>• Elevator floor must have markings with directions, so that guests do not face each other and maintain the appropriate social distance.</li> <li>• Ensure elevator floor buttons are regularly sanitized by the housekeeping staff.</li> <li>• Keep floor &amp; other area of the elevators that can be touched sanitized.</li> <li>• Install hand sanitizer dispensers in the elevators.</li> </ul>
		Meetings	<ul style="list-style-type: none"> <li>• In case Guests require a meeting area, keep enough space between tables &amp; chairs.</li> <li>• Limit the number of Guests in the area based on maximum allowed.</li> <li>• Disinfect each desk, equipment and work area after the Guest has moved out</li> </ul>
		Guest Transport	<ul style="list-style-type: none"> <li>• Ensure the driver is wearing protective gear such as mask, gloves etc.</li> <li>• The car should be disinfected with every arrival. Check if the driver section can be segregated with a temporary plastic or a transparent sheet.</li> <li>• Driver should be instructed to limit conversations to minimal.</li> <li>• Guest instructions to be placed at the back seat; the information booklet must cover all the steps being taken by the hotel for safety and sanitization along with the</li> </ul>

	Sector	Priority areas	Specific Interventions
			operational norms for restaurants, room service, housekeeping & laundry procedures.
		Guest stay instructions letter	<ul style="list-style-type: none"> <li>• Wash your hands regularly with soap and water. It takes about 20 seconds to wash hands properly.</li> <li>• Use a tissue for coughs and sneezes. Dispose them in the room waste bin.</li> <li>• If you do not have tissues use your sleeve.</li> <li>• Avoid touching your eyes, nose, and mouth with unwashed hands.</li> <li>• If you feel unwell, feverish or develop a cough, stay in your room. We will give you necessary advice. Do not go to the restaurant if unwell, food will be brought to your room.</li> </ul>
4	Education	Management and Supervision	<ul style="list-style-type: none"> <li>• Each school should make sufficient human, infrastructural and financial resources available to ensure that the proposed procedures can be implemented rapidly and effectively.</li> <li>• The implementation of the procedures and the effectiveness of the measures undertaken should be evaluated frequently to verify compliance, identify and correct gaps, and adapt the plan to practical experience</li> <li>• A Crisis Response Team involving members of each relevant department can support Management in the implementation of the action plan and timely identification of required adjustments.</li> <li>• It is advisable to keep a log/check list in each department of the important actions and measures carried out and to record them in enough detail</li> <li>• Communication should be maintained between Management and staff, including through the leaders in charge of the different departments, in order to predefine an information policy for parents as well as to rapidly provide and obtain information on incidents that may arise in the school and to know the status of the situation at all times.</li> <li>• Management should organize regular information briefings that should cover all the basic protective measures against COVID-19 and the signs and symptoms of the disease. Training may be needed for specific departments.</li> </ul>
		General Disinfection	<ul style="list-style-type: none"> <li>• Prior to reopening, we recommend that a disinfection procedure is carried out by school workers with special consideration given to the application of cleaning and sanitation measures in all areas in line with the agreed upon Ministry of Health requirements for educational institutions.</li> </ul>

	Sector	Priority areas	Specific Interventions
			<ul style="list-style-type: none"> <li>• Frequent disinfection of building entrances, public areas, rooms, back of house areas, vehicles and with special attention given to high touch areas.</li> </ul>
		Teaching and non-teaching staff health	<ul style="list-style-type: none"> <li>• Provide information and practices that are already in place to prevent the spread of COVID -19.</li> <li>• Conduct comprehensive hygiene and prevention training programmes for the staff.</li> <li>• Screening of staff at the beginning of every shift.</li> <li>• School transport (buses) should be disinfected daily.</li> <li>• Social distancing should be observed at all times by all members of staff</li> <li>• Staff members should observe handwashing guidelines/or apply alcohol-based sanitizers before accessing the premises.</li> <li>• Frequent hand washing and sanitization should be observed at all times.</li> <li>• Staff facilities (changing rooms) to be cleaned and sanitized at least twice daily in tandem with the Ministry of Health Guidelines</li> <li>• Staff members should report any respiratory illness to the employer, stay home and seek medical attention following the onset of cough, fever, fatigue, sore throat, runny nose, difficulty breathing and/or shortness of breath. They should Contact MoH if they require further health advice and report the illness to the County Director of Health.</li> <li>• Provide staff with protective gear such as masks, gloves, protective apron where applicable.</li> <li>• Uniforms will need to be sanitized properly; steam press or heat iron can be used.</li> <li>• Uniform should be changed daily.</li> <li>• Social distance should be maintained in the changing rooms and overcrowding avoided.</li> <li>• Teachers and other staff coming in from outside the country will be required to adhere to all safety measures prescribed by the Ministry of Health.</li> </ul>
		Students	<ul style="list-style-type: none"> <li>• Students arriving from outside Kenya will be required to adhere to all safety measures prescribed by the Ministry of Health</li> <li>• Temperature screening to be conducted on all students at regular intervals for boarders (e. g. weekly) and for day schools (daily*) the class entrance.</li> <li>• Students must wash their hands and/or use alcohol-based sanitizers upon arrival at the school. For boarding schools, students to wash their hands as they head to class in every morning.</li> <li>• Schools to provide wash up facilities and/ hand sanitizers.</li> </ul>

	Sector	Priority areas	Specific Interventions
		Preventive measures	<ul style="list-style-type: none"> <li>• All students will be required to wear face masks or face shields when in school.</li> <li>• Conduct training on Covid-19 hygiene protocols for all staff members.</li> <li>• Regular cleaning and disinfection of frequent touch surfaces such as door handles, tables, stair balustrades, switches, public equipment, tools, cutlery and crockery, pots and pans.</li> <li>• Avoid contact with others e.g. handshakes, touching, hugging and other intimate contact.</li> </ul>
		Office staff	<ul style="list-style-type: none"> <li>• All front office staff will always be required to wear face masks.</li> <li>• School to provide hand-washing stations at the front of the school.</li> <li>• Insist on electronic payment and transmission of new student information electronically and in advance to limit time spent at the school reception.</li> <li>• Disinfect the School reception regularly (at least twice a day).</li> <li>• Ensure clear management at reception to maintain Social Distancing</li> </ul>
		Dormitories	<ul style="list-style-type: none"> <li>• Cleaning protocols provided by the Ministry of Health must be adapted and then adopted by all institutions.</li> <li>• Cleaning staff must be trained on the use and provided with personal protection equipment: - gloves, closed shoes. If doing procedures that generate splashes (e.g. while washing surfaces), add facial protection with a face shield and impermeable aprons.</li> <li>• Housekeeping and cleaning staff should inform the management or the reception desk of any pertinent incidents, including possibly sick staff or students in their dorms. They must treat all this information with discretion.</li> </ul>
		School facilities (Swimming pools, gym, etc)	<ul style="list-style-type: none"> <li>• Schools must adapt and adopt all public health protocols developed to address use of sporting facilities, pools, gyms etc.</li> </ul>
		Dining halls	<ul style="list-style-type: none"> <li>• Ensure students sit 1 meter apart or food is served in the classes</li> <li>• Students to wear masks when moving from their tables to different parts of the dining area.</li> <li>• Where buffets are available, service to be done by kitchen staff who will wear masks and gloves.</li> <li>• All students to wash hands at the entry of dining areas.</li> <li>• Dining tables and chairs to be cleaned and sanitized daily.</li> <li>• Suppliers of goods and services and contractors to follow safe systems of work to prevent the spread of COVID-19.</li> </ul>

	Sector	Priority areas	Specific Interventions
			<ul style="list-style-type: none"> <li>• Arrange the timetable to allow student to eat in shifts to avoid crowding.</li> </ul>
		Walkways, corridors, and stairways	<ul style="list-style-type: none"> <li>• Ensure that safety instructions, including social distancing during lesson changeovers are clearly stated and displayed.</li> <li>• Keep floors &amp; other areas that can be touched sanitized.</li> </ul>
		Classrooms	<ul style="list-style-type: none"> <li>• Keep enough space between tables/desks and chairs.</li> <li>• Limit the number of students in the area based on maximum allowed.</li> <li>• Disinfect each desk, equipment, and work area regularly.</li> </ul>
		School transport	<ul style="list-style-type: none"> <li>• Ensure each driver and bus assistant or accompanying teacher is wearing protective gear such as mask and gloves</li> <li>• The school vehicles should be disinfected with every arrival. Check if the driver section can be segregated with a temporary plastic or a transparent sheet</li> <li>• Student instructions to be availed to all parents and students the information booklet must cover all the steps being taken by the school for safety and sanitization.</li> </ul>
		Student instructions	<ul style="list-style-type: none"> <li>• Wash your hands regularly with soap and water. It takes about 20 seconds to wash hands properly.</li> <li>• Use a tissue for coughs and sneezes. Dispose them in the nearest waste bin.</li> <li>• If you do not have tissues use your sleeve.</li> <li>• Avoid touching your eyes, nose, and mouth with unwashed hands.</li> <li>• If you feel unwell, feverish or develop a cough, inform a staff member.</li> </ul>
5	Wholesale and Retail Sector	Branch Guests	<p><b>Branch Sit Down Service Re-Opening Guidelines</b></p> <ul style="list-style-type: none"> <li>• Have mask on to enter premises</li> <li>• Have temperature check and be below 37.5 degrees centigrade.</li> <li>• Wash hands with running water and soap and/or sanitize hands at entry point.</li> <li>• Maintain 1.5-meter distance from next customer.</li> <li>• Use designated sitting area for take away orders.</li> <li>• For take away orders, only one person allowed into queue.</li> <li>• Sit-in customers to be directed by FOH to sitting area.</li> <li>• Sit-in customers to wash and sanitize hands once at designated sitting.</li> <li>• Limit parties to no more than 4 individuals</li> <li>• If capacity has been reached, customers will have to wait outside.</li> <li>• Cashless payment modes preferred.</li> <li>• Last Sit-Down Order at 4pm daily.</li> <li>• Alcohol served only with food and within 30 minutes of eating.</li> </ul>



	Sector	Priority areas	Specific Interventions
		Branch Personal Hygiene	<ul style="list-style-type: none"> <li>• Mandatory health check before entry into premises. Include temperature check and overall health checklist.</li> <li>• Use of Thermometers to check team members temperatures is mandatory.</li> <li>• Always wear mask</li> <li>• Wear gloves at Back of House when handling food.</li> <li>• Wear disposable gloves at Front of House when serving customers.</li> <li>• Hand washing and sanitizing protocols to be adhered to. Wash hands as often as is required within every 30 mins.</li> <li>• Sanitize all surfaces/product/menus et cetera as often as required and after use.</li> <li>• All team members to certify they have been trained on correct handwashing/sanitizing procedure.</li> <li>• Team members shall adhere to 1-meter social distancing while at work.</li> <li>• All Online Delivery Partner riders must have mask on, wash and sanitize.</li> </ul>
		Branch Physical Space	<ul style="list-style-type: none"> <li>• Deep cleaning of all surfaces to be done daily.</li> <li>• Sanitizing procedure to be done every 45 minutes by FOH and GA personnel (Sanitize all high touch point areas e.g. door handles/doorknobs/toilet push plates/all taps/tables/chairs/pos machine/pdq machines/counters et cetera).</li> <li>• All tables/chairs to be set 1.5 meters apart.</li> <li>• Chairs to be at least 1 meter apart front and back.</li> <li>• Bathroom cleaning and restocking schedule moved to every 45 minutes.</li> <li>• All menus disinfected at shift start and after every use.</li> <li>• All tables/chairs to be cleaned and disinfected after every use (after customer leaves).</li> <li>• Sanitizing wipes to be provided for customers with every meal.</li> <li>• All take away and delivery orders to be properly sealed, including pizza boxes.</li> <li>• Kids play areas to remain closed.</li> </ul>
		Large Retailers	<ul style="list-style-type: none"> <li>• Clear marking of NOT LESS than 1.5 customer distances on shopping counter lines.</li> <li>• Sanitization of shopping carts after use by customers.</li> <li>• Compulsory issuing of gloves to customers and disposal bins at entry and exit of retail stores.</li> <li>• Compulsory measuring temperature of employees and customers using thermometers before they enter retail premises.</li> <li>• Constantly remind, through the internal Public Address (PA) system, customers to maintain social distancing as they do their shopping.</li> </ul>

	Sector	Priority areas	Specific Interventions
		E-commerce	<p><b>Safety of Food Delivery</b></p> <p><b>Restaurants</b></p> <ul style="list-style-type: none"> <li>• Restaurant personnel are the only people in the delivery chain who handle food. This is done in a tightly controlled environment which follows Covid-19 protocols.</li> <li>• Food is provided to delivery riders in sealed containers and in a bag.</li> <li>• "No Contact" delivery pick-ups allow riders to pick up products without interacting with restaurant or supermarket staff. Marked queues for riders that ensure adequate separation of individuals.</li> <li>• Regularly sanitize high-touch surfaces (doorknobs, handles, faucets, sinks etc.) and other food handling and food preparation environment.</li> <li>• Staff to frequently wash hands with liquid soap and water for at least 20 seconds.</li> <li>• Restaurant owners will ensure the safe disposal of PPE materials at all locations, used by their staff.</li> </ul> <p><b>Riders</b></p> <ul style="list-style-type: none"> <li>• Riders never handle food. The rider only handles the bag. They do not come into contact with people when picking or dropping deliveries.</li> <li>• Riders are vetted. ID cards are kept on file. They carry branded delivery box/bag and have evidence of delivery details on their phones. They also carry the required documents for verification by law enforcement officers as they carry out their work. (i.e. ID, employer's letter approving employee's status, Gazette Schedule document, staff badge etc.)</li> <li>• Protective gear (including masks and hand sanitizer) is provided free of charge to riders and protocols are in place regarding its usage.</li> <li>• Provides riders with wash stations so riders can disinfect their bikes easily.</li> <li>• Hygiene updates sent to users, riders &amp; partners covering best practices and Health Authority updates.</li> <li>• Riders to be tested regularly to ensure safety of rider and clients.</li> </ul> <p><b>Deliveries</b></p> <ul style="list-style-type: none"> <li>• GPS tracking of all deliveries, providing accountable and monitored transportation which is essential in containment of COVID-19.</li> </ul>

	Sector	Priority areas	Specific Interventions
			<ul style="list-style-type: none"> <li>• Ability to restrict quantity of goods bought by each customer to ensure even spread of stocks.</li> <li>• Signature less delivery means that customers no longer have to sign for orders upon delivery.</li> <li>• Recommendations for the sanitizing of delivery bags, handling procedures and placing them on designated surfaces.</li> <li>• "No Contact" delivery drop-offs allow customers to have order dropped at a particular place of their choosing without interacting with rider.</li> </ul> <p><b>Payment</b></p> <ul style="list-style-type: none"> <li>• Riders collect goods on credit or pay by MPESA at 400 businesses in Nairobi including 5 major supermarket chains, restaurants, and a pharmacy chain. No cash transaction or interaction with store personnel is required.</li> <li>• Provide paybill payment option for customers to eradicate cash and limit direct contact between riders and customers.</li> </ul> <p><b>E-commerce companies</b></p> <ul style="list-style-type: none"> <li>• Prearranged transport will be provided to essential staff to be able to go home after operating hours. Ensure the transport system adheres to the government guidelines on transport.</li> <li>• Train all staff on social distancing, maintaining proper hygiene and other recommended measures to keep them safe at work and at home.</li> <li>• For staff members identified with Corona Virus symptoms, the company will immediately isolate the staff and provide the required treatment and report to the Ministry of Health.</li> <li>• Launch a dedicated delivery hotline available until 11pm based on riders' ID numbers of to enable Police officers instantly verify check that riders are authorized to operate during curfew hours.</li> </ul>
6	Manufacturing	Social distancing	<p><b>General offices</b></p> <ul style="list-style-type: none"> <li>• Ensure workers maintain at least 6 feet (1.5-2m) from co-workers wherever possible; limit meetings to maximum 3 people.</li> <li>• Designate clear workstation areas and tools for individual employees that are strictly to not be shared. Set up screen barriers at workstations with heavy traffic (e.g. reception) if possible.</li> </ul>

	Sector	Priority areas	Specific Interventions
			<ul style="list-style-type: none"> <li>• Stagger shifts and rotate staff members on leave to reduce the number of people on the premises at any given time.</li> <li>• Allocate employees to small pods or teams with specialized skill sets that have minimum interactions with other pods.</li> <li>• Limit external visitors and ensure they abide by all workplace safety protocols whilst on the premises.</li> <li>• Engage clients through phone or internet platforms where possible</li> <li>• Clients, if needed on premises, should adhere to 6 feet (1.5 - 2 M) distancing and wear masks.</li> <li>• Assign senior team member(s) responsible for keeping office members accountable for all instituted guidelines.</li> <li>• Meeting limits which should be set at 50-60% of room capacity with the appropriate distances observed.</li> <li>• Encourage remote working through text and video platforms such as email, WhatsApp, Zoom, Microsoft Teams etc.</li> </ul> <p><b>Warehouses</b></p> <ul style="list-style-type: none"> <li>• Ensure workers maintain at least 6 feet (1.5 - 2 M) from co-workers wherever possible; limit meetings to maximum 3 people.</li> <li>• Designate workstation areas and tools for individual employees wherever possible.</li> <li>• Stagger shifts and rotate staff members on leave to reduce the number of people on the premises at any given time</li> <li>• Allocate employees to small pods or teams with specialized skill sets that have minimum interactions with other pods.</li> <li>• Limit external visitors and ensure they abide by all workplace safety protocols whilst on the premises.</li> <li>• Assign senior team member(s) responsible for keeping office members accountable for all instituted guidelines</li> <li>• Meeting limits which should be set at 50-60% of room capacity with the appropriate distances observed.</li> </ul>
		Clear two-way communication measures between	<p><b>General Offices</b></p> <ul style="list-style-type: none"> <li>• Display up-to-date company and Ministry of Health social distancing and health guidelines clearly within the premises e.g. on notice boards and broadcast messages</li> </ul>

	Sector	Priority areas	Specific Interventions
		employees and management	<p>to staff via mass email, text, or video platforms; set up a complaints/suggestions email contact for all employees.</p> <ul style="list-style-type: none"> <li>• Appoint a point person to deal with employee Q&amp;A on a daily basis or as required by the employees, to trace any urgent needs.</li> </ul> <p><b>Warehouses</b></p> <ul style="list-style-type: none"> <li>• Use bulk SMS, mass email, notice boards, WhatsApp or video platforms e.g. Zoom, Microsoft Teams etc., to broadcast messages to staff.</li> <li>• Display up-to-date company and Ministry of Health social distancing and health guidelines clearly within the premises e.g. on notice boards; set up a complaints/suggestions box for all employees.</li> <li>• Appoint a point person to deal with employee Q &amp; A on a daily basis or as required by the employees, to trace any urgent needs.</li> </ul>
		Cleaning, disinfection, and protective gear protocols	<p><b>General Offices</b></p> <ul style="list-style-type: none"> <li>• Clean low-traffic areas of the premises once daily (e.g. floors, individual desks), with soap or alcohol-based disinfectants; fumigate where possible e.g. with chlorine-based disinfectant (low cost).</li> <li>• Clean high-traffic areas, surfaces, and equipment 3-4 times per day (kitchen, bathrooms, door handles, stair rails, chair arm rests, reception desk surfaces, commonly used scanners, keypads, PDQs).</li> <li>• Provide easily accessible handwashing stations for employees, with mandatory handwashing at regular intervals.</li> <li>• Assign cleaners to clean specific areas on the premises (do not rotate them to different areas).</li> <li>• Mandate all employees to wear masks at all times (unless in an individual office), issue hand sanitizer wherever possible.</li> <li>• Leave doors open to limit contact with handles.</li> <li>• Ensure adequate aeration of office premises through open doors, windows, and cleaned ventilators.</li> </ul> <p><b>Warehouses</b></p> <ul style="list-style-type: none"> <li>• Clean low-traffic areas of the premises once daily (e.g. floors, individual desks), with soap or alcohol-based disinfectants; fumigate where possible e.g. with chlorine-based disinfectant (low cost).</li> </ul>

	Sector	Priority areas	Specific Interventions
			<ul style="list-style-type: none"> <li>• Clean high-traffic areas, surfaces, and equipment 3-4 times per day (kitchen, bathrooms, door handles, stair rails, chair arm rests, reception desk surfaces, commonly used scanners, keypads).</li> <li>• Provide easily accessible handwashing stations, with mandatory handwashing at regular intervals.</li> <li>• Assign cleaners to clean specific areas on the premises (do not rotate them to different areas).</li> <li>• Mandate all employees to wear masks at all times; issue hand sanitizer wherever possible.</li> </ul>
		Screening protocols	<p><b>General Offices</b></p> <ul style="list-style-type: none"> <li>• Develop protocols for employees demonstrating symptoms, e.g. conduct an initial infrared temperature test, ensure the employee sits still in isolation in an open space; repeat temperature test after 20 minutes - if the second reading is still high, arrange for the employee to be transported to hospital for a COVID test.</li> <li>• Daily temperature test for visitors before entering the premises. Hand washing or sanitizing stations can be provided at entry.</li> </ul> <p><b>Warehouses</b></p> <ul style="list-style-type: none"> <li>• Develop protocols for employees demonstrating symptoms, e.g. conduct an initial infrared temperature test, ensure the employee sits still in isolation in an open space; repeat temperature test after 20 minutes - if the second reading is still high, arrange for the employee to be transported to hospital for a COVID test.</li> <li>• Daily temperature test for visitors before entering the premises. Hand washing or sanitizing stations can be provided at entry</li> </ul>
		Pre-cautionary contact tracing protocols	<p><b>General Offices</b></p> <ul style="list-style-type: none"> <li>• Request employees to declare having knowingly been in close contact with a confirmed COVID positive case.</li> </ul>
		Dealing with positive or potentially exposed employees	<p><b>General Offices</b></p> <ul style="list-style-type: none"> <li>• Immediately report and isolate workers that are confirmed COVID cases; isolate co-workers they have come into close contact with, as per Ministry of Health guidelines</li> <li>• Guarantee paid sick leave for employees who contract the virus in accordance with Kenya labour laws</li> <li>• Honour medical coverage for all employees throughout the crisis e.g. NHIF and other medical insurance policies.</li> </ul>

	Sector	Priority areas	Specific Interventions
			<p><b>Warehouses</b></p> <ul style="list-style-type: none"> <li>• Immediately report and isolate workers that are confirmed COVID cases; isolate co-workers they have come into close contact with, as per Ministry of Health guidelines</li> <li>• Guarantee paid sick leave for employees who contract the virus in accordance with Kenya labour laws</li> <li>• Honour medical coverage for all employees throughout the crisis e.g. NHIF and other medical insurance policies.</li> </ul>
7	East African Community (EAC)	Digital business development and general measures	<ul style="list-style-type: none"> <li>• Enhance digital business in EAC region, particularly, increase home deliveries and office deliveries.</li> <li>• Implement developed protocols along Kenya-Tanzania border with private sector input (Joint communique of the Ministerial Bilateral Meeting between Kenya and Tanzania on free movement of goods at border posts held on 22<sup>nd</sup> May 2020).</li> </ul>
8	Transport and Logistics	Trucks and Transporters	<ul style="list-style-type: none"> <li>• Fast-track digitization of government processes and movement towards a paperless environment in all logistics and transport related activities (KRA/KPA/OGAs).</li> <li>• Foster seamless border transaction by eliminating need for paper just as entries are time-stamped as they pass into Kenya; documents to be sent electronically to other countries and approved before trucks arrive.</li> <li>• Increase the number of staffs offering services in the ports and Inland Container Depots (ICDN).</li> <li>• Provide Personal Protective Equipment (PPE) and provide risk allowances to front line staff.</li> <li>• Increase operating hours from 9am-3pm to 8am-5pm &amp; suspend notice banning customs warehousing.</li> <li>• Allow 10 days free storage at Inland Container Depot (ICD) Embakasi</li> <li>• Install 24 hour working system at JKIA Cargo Handling Centres</li> <li>• Create truck stops that have washroom facilities &amp; mobile clinics at weighbridge to test for COVID-19.</li> <li>• Ensure testing done in one country is accepted by doctors in other countries.</li> <li>• Deploy more systems at the Uganda and Tanzania border points for ease of distributors moving to destinations to return with goods and to enable quicker clearance at border points (within and without).</li> </ul>

	Sector	Priority areas	Specific Interventions
			<ul style="list-style-type: none"> <li>• Have digital/Instant verification and authentication of driver &amp; accompanied personnel testing results platform with registered exporters since currently there is no way of verifying or checking status.</li> <li>• Have Customs Entry Application Process 100% Online &amp; cleared within 2 Hrs of Application. Have 24/7 Round the clock manning of same.</li> <li>• KRA sealing of container to be internally communicated to concerned border point within 1hr of having sealed at loading place.</li> <li>• Have Fast Track Lanes for consignments pre-cleared already. Trucks should not take more than 2 hours to get through Border Points.</li> <li>• Any suspicious transport personnel or concerned consignment identified to be addressed and cleared within the same day.</li> <li>• Introduce Strategic locations along Internal &amp; Long-Distance Trade routes - “Soup Kitchens” with Sanitary Ablution Facilities -for free. If not, charge at least at concession costs/price.</li> <li>• Enforce compliance to standards and prices for existing Trucks/Drivers Stop points.</li> </ul>
		Public Transport	<ul style="list-style-type: none"> <li>• Transportation must comply with the government guidelines on maximum passenger capacity in vehicles.</li> <li>• For staff using company vehicles, i.e. for companies that offer their staff buses for movement-move the capacity from current 60% occupancy to full capacity since it is a controlled group provided necessary measures are adhered to during boarding.</li> <li>• Ensuring Public Service Vehicles (PSVs) carry hand sanitizers to be used by crew and passengers.</li> <li>• Enforce use of face masks by all crew and passengers.</li> <li>• Enforce physical distancing on PSVs.</li> <li>• Frequently Sanitize vehicle areas that are often used by passengers</li> <li>• Temperature screening of crews and passengers using digital thermometers.</li> <li>• Implement tracing of goods and people strategy- Using of passenger manifests for inter-city travel.</li> <li>• Encourage use of mobile money platforms for fare payment</li> <li>• Restrict public transport to and out of hot spot areas.</li> <li>• Restrict Inter City public transport to day travel first.</li> <li>• Provide vehicle fumigation facilities at designated areas.</li> <li>• Test and certify Inter-City drivers and conductors.</li> <li>• Carry out mass testing for COVID 19 at terminals and stages</li> </ul>



	Sector	Priority areas	Specific Interventions
			<ul style="list-style-type: none"> <li>Establish electronic contact tracing mechanisms</li> </ul>
9	Agriculture	Tracing of goods and people and general measures on health and safety	<ul style="list-style-type: none"> <li>Promote traceability/identification of produce being moved from one place to another.</li> <li>Implement already developed and published protocols by Ministry of Agriculture which contain private sector input.</li> </ul>
10	Health	Positive case protocols and promotion of contactless business:	<ul style="list-style-type: none"> <li>Set-up specialized infrastructure to create COVID zones &amp; safe areas for treating patients.</li> <li>Embed IPCPs (infection prevention control protocols) across all services.</li> <li>Provide testing protocols across facilities for HCWs (Health Care Workers) and patients.</li> <li>Provide for Covid-19 Rapid test &amp; treatment facilities at the border points and all Hospitals.</li> <li>Ensure adherence of WHO guidelines at all the time across the country.</li> <li>Provide quality telehealth services.</li> </ul>
11	Security	Command center	<ul style="list-style-type: none"> <li>Set up private sector communications command center.</li> <li>Government to introduce aspect of contact tracing strategic plan. If already in existence, improve it to include both Private Sector and County Governments.</li> <li>Private security firms to enforce use of masks and other PPE's in their areas of work.</li> </ul>
12	Energy & Extractives	Mining Sector	<ul style="list-style-type: none"> <li>Install Health Safety &amp; Environment (HSE) measures onsite e.g. temperature checks, hand washing/use of sanitizers, social distancing.</li> <li>Critical employees running operations at mine sites to report and work in shifts.</li> <li>Conduct all teams' meetings outside to ensure appropriate physical distancing.</li> <li>Undertake decontamination of high traffic areas on the mine sites.</li> <li>Provide all staff with the necessary Personal Protective Equipment (PPE).</li> <li>For large scale mining companies, the majority of the operations on the mine site are automated and require very minimal human personal to steer its operations. The very few staff who are present are working under very strict safety guidelines to safeguard them from the COVID-19 and other mine accidents.</li> </ul>
		Energy sector	<ul style="list-style-type: none"> <li>Install HSE measures onsite e.g. at power plants, petroleum facilities etc.: temperature checks, hand washing/use of sanitizers, observe curfew hours, social distancing.</li> </ul>

	Sector	Priority areas	Specific Interventions
			<ul style="list-style-type: none"> <li>• Have minimal staff at the office by having rotations with some working from home and others at the office to maintain social distancing plus using online tools.</li> </ul>
13	Financial Institutions	Currency Isolation	<ul style="list-style-type: none"> <li>• Isolate currency for 7 days before reissuing it to the public.</li> </ul>
14	ICT & Telecoms	Remote working	<ul style="list-style-type: none"> <li>• Increase provision of broadband connectivity to schools to enable ICT enabled remote learning and support.</li> <li>• Facilitate school administration to enable phased return to school with social distancing.</li> <li>• ICT solutions for tracking, facial recognition in key sectors e.g. healthcare, cross border travel &amp; transport.</li> </ul>
15	Social (Gender & Youth)	Vulnerable groups	<ul style="list-style-type: none"> <li>• Create partnerships to promote mitigation &amp; management of COVID-19 amongst the vulnerable groups.</li> <li>• Enable rescue centres and half-way houses to scale up response and support to the increasing Gender &amp; Sexually Based Violence as a result of the pandemic curfew and containment measures.</li> </ul>
		Hair Salon, SPA or Barbershop	<ul style="list-style-type: none"> <li>• Enforce strict handwashing in the salon/barber. Staff members should wash their hands with soap for at least 20 seconds to eliminate all viruses. Staff to wash their hands before and after every client, after eating, using the restroom, and after blowing their nose, coughing, or sneezing.</li> <li>• Provide alcohol-based hand sanitizer at the salon/barber shop entrance and ask clients and visitors to use them generously upon arrival.</li> <li>• Ensure all salon/barber shop attendants and clients wear face masks covering their nose and mouth.</li> <li>• Ensure salon/barber shop attendants wear surgical gloves before attending to clients.</li> <li>• Remove all physical debris from work tools, disinfect the tools with disinfectant spray; ensuring all the contact parts are well disinfected; wipe after 10 minutes with a clean paper towel ready to be used on the next client</li> <li>• After the job, clean all tools, work benches and all the surfaces with liquid cleaner.</li> <li>• Finally store work tools in a sterilizer or on the storage rack or kit for next day's job.</li> <li>• Before closing for the day and every morning, do a thorough cleaning and wiping of countertops, treatment rooms, bars, styling stations and reception areas using</li> </ul>

	Sector	Priority areas	Specific Interventions
			<p>multipurpose cleaner. After cleaning, use a spray bottle to disinfect all the workstations using the disinfectant.</p> <ul style="list-style-type: none"> <li>• Maintain ventilated working areas.</li> </ul>
		Hair Stylists and Beauticians	<ul style="list-style-type: none"> <li>• Obtain clearance certificate from Ministry of Health (MOH) approved training platform before handling any client on and off work.</li> <li>• Wear appropriate gowns, gloves, masks, and other Personal Protective Equipment (PPEs).</li> <li>• Frequently wash hands under running water with soap for at least 20 seconds and sanitize regularly.</li> <li>• Ensure use of clean &amp; disinfected towels, aprons, and linen with each client.</li> <li>• Follow the safety rules of the salon diligently.</li> <li>• Maintain appropriate social distance.</li> <li>• Ensure clients are well protected.</li> <li>• Ensure strict adherence to scheduling of clients for appointments such that the numbers in the salon are strictly as per the capacity of the facility - no double bookings.</li> <li>• Take personal responsibility in ensuring the surfaces and tools used are well disinfected before and after every client.</li> <li>• Limit client time engagement.</li> </ul>
		Customers- Hair and Beauty	<ul style="list-style-type: none"> <li>• Ensure use of only patronage facilities that have been certified by Ministry of Health (MOH).</li> <li>• Always wear Personal Protective Equipment (PPE) without fail and cover appropriately.</li> <li>• Wash hands with antibacterial soap and sanitize regularly.</li> <li>• Observe adherence to the safety protocols in the salon and provide feedback through MOH safety portal</li> <li>• Adhere to salon scheduled appointments to avoid backlog and overcrowding at the salon.</li> <li>• Follow the safety rules provided by the salon.</li> <li>• Maintain appropriate social distance.</li> <li>• Take responsibility for personal safety.</li> </ul>
		Gym	<ul style="list-style-type: none"> <li>• Limit number of clients inside the gyms to maintain required social distancing</li> <li>• Regular cleaning and sanitizing of gym floors, walls, and equipment after every use.</li> <li>• Use aerial sanitizers where possible.</li> </ul>

	Sector	Priority areas	Specific Interventions
			<ul style="list-style-type: none"> <li>• Exclude cardio exercises.</li> <li>• Carry out COVID-19 tests for trainers</li> <li>• Ensure access to wash basins with running water &amp; soap plus sanitizers for clients inside the gym - should be non-touch.</li> <li>• Consider issuing of disposable gloves to clients.</li> <li>• Place equipment at least 1.5 m apart.</li> <li>• Maintain well ventilated working out space.</li> <li>• Keep a record of all clients and contacts attending the gym each time for contact tracing</li> <li>• Educate clients on behaviour protocols.</li> <li>• Strictly no access to changing rooms and showers.</li> </ul>
16	Legal	Virtual court system, Teleconferencing and Emails	<ul style="list-style-type: none"> <li>• Operationalize the Practice Directions on Electronic Case Management gazetted on 20th March 2020 for the courts that are ICT compliant as other courts upgrade their ICT systems.</li> <li>• Any directions given online must be strictly observed and peremptory orders issued for non-compliance.</li> <li>• Parties should be allowed to file applications and proposed directions electronically as a matter of course in all courts in Kenya. Where all parties are legally represented hearings can be conducted remotely through video conferencing. Digital recording of such a hearing conference will ensure accountability and confidence in the proceedings.</li> </ul>
		Access to courts by the unrepresented litigant	<ul style="list-style-type: none"> <li>• Access to justice should factor in the unrepresented litigant who cannot afford services of a lawyer and is unable to make use of technology. The judiciary should allow individual litigants to file pleadings and appear in court in limited instances when urgent orders are sought.</li> </ul>
		Alternative Dispute Resolution (ADR)	<ul style="list-style-type: none"> <li>• All pending mediations should proceed virtually, and new matters can proceed in this manner as well.</li> </ul>
		Delivery of judgments	<ul style="list-style-type: none"> <li>• Allow judicial officers to deliver their decisions online and absolutely minimize the requirement of advocates/litigants to attend court for delivery of judgments and rulings. The judgments and rulings should be delivered at no cost.</li> <li>• Upon delivery of the judgment online, the court should also automatically grant leave appeal and a stay for 30 days.</li> </ul>

	Sector	Priority areas	Specific Interventions
		Stock take of pending judgments and rulings	<ul style="list-style-type: none"> <li>• Take stock and have a list of all pending judgments and rulings in all courts countrywide.</li> </ul>
		Registry Access	<ul style="list-style-type: none"> <li>• Review the current mode of filing online which is inefficient and time consuming to address obtaining of virtual cause lists, stamping of court documents and court assessment of pleadings.</li> </ul>
		Court Access	<ul style="list-style-type: none"> <li>• Allow restricted physical access to courts while observing MOH guidelines.</li> <li>• Interlocutory applications can be listed at time intervals and strict allocation of time be given for each application. For instance, up to 5 applications which are ready for hearing, and where all advocates/litigants are ready to proceed, can be listed for time-limited oral highlighting between 9 am and 10.30 am.</li> <li>• Mentions that at times hoard the cause list should be considered online and if he heard in open court, should only be listed at most in 2 days of the week. Only mentions that are absolutely necessary should be listed.</li> <li>• To ensure that the courts are not crowded, only advocates whose matters are listed for a specific time should be allowed into the courtroom when their matter is about to be called out. Advocates whose matters are not listed at a particular time should not be allowed in the court room. Unless a litigant is appearing in person, only advocates on record should be allowed in court where applications are concerned.</li> <li>• Main hearings of civil cases where oral testimony is to be presented during the currency of the situation should be restricted to only the witnesses required to testify at any given time. However, the instructing client should be allowed to be present in the event any clarification is sought by the advocate during the hearing.</li> <li>• As judicial review and constitutional petitions do not require viva voce evidence, the rules on applications should apply so that these cases can proceed unhindered.</li> <li>• Skeletal submissions should be filed in all matters to avoid oral arguments. In many cases, oral highlighting is not necessary. Any highlighting should be restricted in time unless parties have a complex matter and give advance notice to the court requesting for more time allocation. Skeleton arguments should be concise and adopt the form set out in the Supreme Court Rules and Court of Appeal Practice Directions in all superior and subordinate courts.</li> </ul>

	Sector	Priority areas	Specific Interventions
			<ul style="list-style-type: none"> <li>• Ultimately, it should be a matter for the Court’s discretion how best to manage the matter so as to ensure that the ends of justice are met and the parties’ right to a fair and impartial hearing are secured.</li> <li>• Of importance is to stress the need for all advocates to familiarize themselves with the relevant practice directions and recent amendments to the Civil Procedure Rules. No pleadings should be accepted by the court registries which are filed in breach of the Civil Procedure (Amendment) Rules 2020.</li> <li>• Where any judicial officer is constrained by age and/or pre-existing health conditions from physically attending court then the proposals for online resolution of disputes should apply.</li> </ul>
		Injunctions Applications	<ul style="list-style-type: none"> <li>• To assist the court in determining injunction applications expeditiously and efficiently, it is recommended that practice directions be issued to provide a format and checklist in the manner all future injunction applications should be filed.</li> </ul>
		Tribunals and Time Barred Claims	<ul style="list-style-type: none"> <li>• All tribunals should adopt virtual technology in handling of their matters.</li> <li>• Consideration should be given to making appropriate amendments to various Acts where matters were caught up by time limitation.</li> </ul>
		Public-private collaboration	<ul style="list-style-type: none"> <li>• Create two rapid multi sectoral response task forces for the lands and legal sectors to establish short- and long-term solutions.</li> </ul>
17	<b>Construction, Real Estate and Land Sector</b>	General work protocols	<ul style="list-style-type: none"> <li>• Encourage remote working &amp; use of technology to facilitate site meetings and inspections.</li> <li>• Implement strictly National Construction Authority (NCA) guidelines on construction sites.</li> <li>• Register all visitors entering and leaving the building.</li> <li>• Ensure adequate social distancing &amp; wearing of face masks within common areas in buildings.</li> <li>• Increase Health, Safety &amp; Environment (HSE) requirements including providing masks, water, soaps &amp; sanitizers, temperature checks and disinfecting premises and ensuring constant supply of water on premises.</li> </ul>
		Building materials used and building design	<ul style="list-style-type: none"> <li>• Adoption of building materials that are easy to clean and disinfect such as those used in hospitals to avoid spread of virus within the built environment.</li> <li>• During approval of buildings ‘designs, lighting and flow of air within a development to be strictly implemented as per NCA guidelines.</li> </ul>
		Land registry	<ul style="list-style-type: none"> <li>• Open up all land registries with strict adherence to government guidelines on maintaining health and safety.</li> </ul>

	Sector	Priority areas	Specific Interventions
			<ul style="list-style-type: none"> <li>• Embrace working in shifts.</li> <li>• Complete the digitalization of services at the land registry</li> <li>• Ensure wearing of face masks</li> <li>• Ensure cleaning and disinfecting of low and high traffic areas as often as possible daily</li> <li>• Ensure adequate social distancing measures are put in place as prescribed by the Ministry of Health.</li> </ul>



*The Voice of Private Sector in Kenya*

