

COVID-19 Operation Guidelines - SOP



The procedures outlined in this SOP are based on recommendations from theme park operators and associations worldwide in consultation with an epidemiologist. These guidelines are with the knowledge that some carriers of COVID-19 show no symptoms, therefore prioritizing preventative steps, followed by personal hygiene measures and frequent sanitization schedules.

Unlike other venues for mass gatherings such as sports arenas, cinemas or concerts, theme parks have the following advantages:

- Capacity can be reduced and managed to supervise social distancing
- Guests generally move throughout the theme park in an outdoor environment and are not confined to a single location
- A large percentage of attendants are family members living in the same household and thus do not need to be physically distanced from each other.

Educating employees on COVID-19 preventative measures & hygiene practices

Preventative Measures	<ul style="list-style-type: none"> • Good personal hygiene and etiquette should be observed and practiced at all times. • Maintain at least 1-meter (3 feet) distance between yourself and anyone at all times, especially those who is coughing or sneezing. • Avoid touching eyes, nose and mouth
Guidelines for Hand Hygiene	<ul style="list-style-type: none"> • Wash hands with soap and water or alcohol-based hand sanitizer after any contact with respiratory secretions • Remove jewellery beforehand wash procedure. Try to wear less if possible. • Rinse hands under warm running water • Lather with soap; cover all surfaces of the hands and fingers using friction. • Rinse under warm running water. • Dry hands thoroughly with a disposable towel • Turn off faucet without recontamination hands. • Keep fingernails short and do not use fingernail polish or artificial nails. • Alcohol-based hand sanitizer may be used to decontaminate hands that are not visibly soiled <ul style="list-style-type: none"> ◦ Apply alcohol-based hand sanitizer to palm of one hand and rub hands together, covering all surfaces of hands and finger, until hands are dry.
Respiratory Etiquette	<ul style="list-style-type: none"> • Cover mouth and nose with bend of elbow or tissue if coughing or sneezing. • Throw tissue in the trash after using it • Wash hands with soap and water or use hand sanitizer

Guidelines on Using Surgical Masks	<ul style="list-style-type: none"> • If you have running nose or flu like symptoms, you are advised to stay at home. If you need to go out, make sure you wear a surgical mask. • Avoid crowded places. Wear a surgical mask if you cannot avoid them • Wash hands before wearing a surgical mask and after taking one off. • When wearing surgical mask, the following should be noted: <ul style="list-style-type: none"> ○ The facemask should fit snugly over the face ○ The coloured side of the mask should face outside ○ Tie all the strings that keep the mask in place ○ The mask should fully cover the nose, mouth as well as the chin. ○ The metallic wire part of the mask should be fixed securely over the bridge of the nose to prevent leakage ○ The surgical mask should not be used more than a day but if it is wet, damaged or soiled by secretions or body fluid at any time, change the mask immediately. ○ Discard all used surgical masks into a plastic bag which should then be tied properly before disposing it into a rubbish bin.
If employee develops symptoms at workplace	<ul style="list-style-type: none"> • Relieve staff members from work if they are sick • Wear a surgical mask and seek medical attention at the nearest health facility immediately • Avoid contact with fellow employees • Accompanying person should also wear a surgical mask
Medical Staff	<ul style="list-style-type: none"> • Medical staff will check employees' health condition daily before commencing work

Workplace Guidelines

Employee Practices	<ol style="list-style-type: none"> 1. Always maintain good personal hygiene outlined above 2. Employees are encouraged to take their meals at their desk or given a social distancing area within cafes. Dispose meals accordingly at assigned dustbins. 3. Limit food handling and sharing of food in the workplace by providing education of food handling and proper gear to avoid any circumstances. 4. Keep updated on COVID-19 5. If an employee develops symptoms; <ul style="list-style-type: none"> • Alert supervisor immediately • Wear surgical mask • Seek medical treatment immediately • Avoid contact with fellow employees • Have a log of areas visited, people they met and etc. for reference
Workplace Environment	<ol style="list-style-type: none"> 1. Ensure a clean and hygienic work environment through regular disinfection of the office and its equipment. <ul style="list-style-type: none"> • If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection. • For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol should be effective. 2. Enforce hand sanitization, fever monitoring at entrance for visitors 3. Provide easy access to frequent hand washing for employees and posters for education. 4. Proper maintenance of toilet facilities and floor drains. Utilise sanitization based products to build confidence for guest and staff. 5. Provision of lidded rubbish bin, regular refuse disposal and adequate supply of liquid soap and disposable towels. Usage of disposable plastic bags and a

	<p>proper hygiene practice for all when disposing meals and usage of all utensils.</p> <ol style="list-style-type: none"> 6. Plan for contingency measures in case there are limited human resources e.g. working from home for those on home surveillance, mobilization of employees etc. This is also to avoid stress to employees who have to work during a period of human resource deficiency. 7. Consider alternate communication methods (e.g. virtual meetings in place of face to face meetings, group chats) and also social distancing in meeting rooms. 8. Consider deferring large meetings or events 9. Consider having meetings outside in open air if possible 10. In case of indoor meetings or events, ensure all precautions are taken: <ul style="list-style-type: none"> • Informing participants not to attend if they are unwell and to join the meeting using a virtual platform • Ensuring all relevant information is given to the participants such as the practice of hand hygiene and the use of surgical masks for those who develop respiratory symptoms • Providing: <ul style="list-style-type: none"> ○ Hand sanitizers where necessary or ensuring availability of soap and water ○ Surgical masks and tissues for those who develop respiratory symptoms • Consider opening windows for natural lighting and better ventilation • Monitor participants daily and provide support for isolating those with symptoms and transporting them to a health facility. • Keep in touch with participant on their health status after seeing the doctor. • Keep contact details of all participants and organizers in case there is a need to contact them. Records should be kept for at least one month for the date of completion of the event. • If any of the participants become positive, organizers are to assist the Ministry of Health who will carry out measures such as contact tracing and placing of close contacts under Home Surveillance. 11. Keep all employees informed of the latest developments in COVID-19
--	---

Park Operation Guidelines

Parking Area	<ul style="list-style-type: none"> • Ensure that vehicles are parked at designated areas • To make sure area clean and disinfect commonly touched surfaces every hour • Place a reminder notice on social distance, personal hygiene, mask etc.
Ticket Counter	<ul style="list-style-type: none"> • Encourage guests to purchase tickets online to avoid queues at the ticket counter • To allow only one person per one group to purchase tickets • Supervise social distancing of at least 1 meter from each other for queuing lane • Ensure commonly touched surfaces are disinfected every hour • Provide hand sanitizers for every ticket counter • Ticketing staff are required to use gloves and wear face mask when serving customers • To cut short/simple conversation with customer • Encourage cashless payments (e.g. credit card, e-wallet) to minimize direct

	<p>contact</p>
Park Entrance	<ul style="list-style-type: none"> • Display Waterplay Clothing Policy signage outlining strict enforcement of swimwear attire for hygiene purposes • Have at least 1 (One) person in each family / group to fill up some basic particulars such as name, address, contact numbers etc. • Scan body temperatures of guests and employees before entering the park <ul style="list-style-type: none"> a. Guests (and respective companions) with body temperatures over 37.4°C are advised to visit the hospital if displaying any symptoms b. Employees over 37.4°C are advised to take leave or visit the hospital if displaying any symptoms • Limit entry of guests to 1,000 a day
Lockers	<ul style="list-style-type: none"> • Ensure commonly touched surfaces are disinfected every hour • To allow only one (1) customer per group to rent lockers • Lockers for guests will be designated at least 1 metre apart
Retail Store	<ul style="list-style-type: none"> • Retail store must be disinfected daily before opening • Ensure commonly touched surfaces are disinfected every hour • To allow only one (1) customer per one group to purchase or rent items at a time • Allow a maximum of 15 guests in the retail store during opening hours • Provide hand sanitizers at every counter • Mandate staff to use glove, wear face mask and hand sanitizer as well. • To cut short/simple conversation with customer • Supervise social distancing of at least 1 meter from each other • Encourage cashless payments (e.g. credit card, e-wallet) to minimize direct contact
F&B Outlets	<ul style="list-style-type: none"> • F&B outlets must be disinfected daily before opening and after closing • Ensure commonly touched surfaces are disinfected every hour • To allow only one (1) customer per one group to purchase or rent items at a time • Supervise social distancing of at least 1 meter from each other • Provide hand sanitizers at every counter • Mandate staff to use glove, wear face mask and hand sanitizer as well. • To cut short/simple conversation with customer • Kitchen staff are required to wear masks and gloves • Supervise social distancing of at least 1 meter from each other at dining table • All money transactions via UV Light system or E-Wallet. • Utilise disposable utensils, cups and all other materials in preventing viruses from spreading
Public Seating Areas, Kids Playroom	<ul style="list-style-type: none"> • Public seating areas and Kids Playroom must be disinfected daily before opening and after closing • Ensure commonly touched surfaces are disinfected every hour • Provide hand sanitizers at common areas • Allow a maximum of 5 persons in the Kids Playroom • Place public seats and benches at least 2 metres apart
Attractions	<ul style="list-style-type: none"> • Attractions must be disinfected daily before opening and after closing • Pools are disinfected daily with chlorination • Perform chlorine tests on pools every 2 hours • Put up statement from CDC (Centers for Disease Control and Prevention,

	<p>United States) that stated that there is no evidence that COVID-19 could be spread to humans via pools.</p> <ul style="list-style-type: none"> • Ensure commonly touched surfaces are disinfected every hour • Encourage guests to use gloves provided for non-water-based activities • Supervise social distancing of at least 1 meter from each other • Attractions will be supervised in zones for more effective enforcement of social distancing • To cut short/simple conversation with customers
Toilets & Changing Rooms	<ul style="list-style-type: none"> • Toilets & changing rooms must be disinfected daily before opening and after closing • Ensure commonly touched surfaces are disinfected every hour