



## Hong Kong Covid-19 Update

We hope that you and your family are healthy and safe. We would also like to thank you for your ongoing support during these challenging times! We are pleased to report that due to early and immediate implementation of testing, social distancing, contact tracing and quarantining, Hong Kong has been very successful in containing the coronavirus to 1,121 cases and 4 deaths to date.

As the pandemic gained traction worldwide, the Hong Kong government acted swiftly by imposing strict border controls to mitigate community spread. To further limit the spread of the virus, Hong Kong has extended its [travel ban](#) to September 18, 2020 to visitors from overseas. In the meantime, the government is finalizing its health and safety measures so that once travel restrictions are lifted, you can send your clients to Hong Kong with the highest confidence of its safety for travelers.

## HONG KONG EMBRACES NEW NORMS OF TRAVEL

While the government is developing and launching its own health and safety protocols, local hotels, attractions and businesses are already leading the way with innovative measures to keep visitors and the community healthy and safe. The chart below shows a sampling of the types of concerted efforts being made by many businesses in the public and private sectors. A more detailed explanation of the protocols can be found in [this pamphlet](#).



## Traveller Safeguards at a Glance

### Aviation

#### HKIA

- Application of antimicrobial coating on high-touch surfaces
- Introduced sterilisation cleaning robots and disinfection booth
- Increased availability of hand sanitising dispensers in terminal building
- Biometrics and facial recognition for check-in and boarding procedures
- Face masks must be worn in the departure levels

#### Cathay Pacific

- Deep cleaning and cabin disinfection efforts stepped up
- Catering safeguards
- Additional temperature taking for staff
- Usage of HEPA filters to refresh cabin air
- Temporary modifications in inflight F&B offerings
- Additional health precautions taken at airport lounges
- Passengers are required to answer health-screening questions upon check-in at airports worldwide, including Hong Kong
- Passengers are required to wear face coverings when they cannot maintain a physical distance of 2m from others

### Hotels

- Incorporate germicidal cleaner and deodorant in cleaning its air-conditioning and dust filters daily
- Self check-in kiosks, glass partitions at reception, creation of digital menus with self-ordering functions and encouraging contactless payments
- Provision and refilling of hand sanitisers for guests
- Staff are trained in emergency response protocols to deal with suspected COVID-19 cases



### F&B and Retail

- Strategic placement of infrared thermometers to ensure fever-free entry
- Usage of UV sterilisers on elevator handrails
- Installation of automatic hand sanitising dispensers in malls
- Limit number of diners in restaurants and partitioned seating in adhering to social distancing rules
- High performance air purifiers and nano photocatalytic disinfect sprays to filter harmful airborne particles installed
- Increased frequencies in cleaning and disinfecting of high-contact areas



### Attractions

- Advance reservations required for entry to selected attractions
- Limiting visitor numbers as a crowd control measure
- Compulsory body temperature screening at entrances for all staff and visitors
- Revise format and operations of daily performances, seasonal events and other programmes

### Transportation

- Hand sanitising dispensers are installed either onboard or in stations
- Most taxi drivers provide face masks to passengers upon request
- MTR: deployment of atomising disinfectant Vapourised Hydrogen Peroxide (VHP) Robot
- Utilise the latest technologies in sanitising commuter environment, with some companies assigning dedicated drivers to minimise cross-contamination

### MICE

#### HKCEC

- Floor plan re-design
- Enhanced venue ventilation
- Improved queuing logistics at washrooms, ticket counters and F&B outlets

#### AWE

- Body temperature checks prior to entering CLeanTech 3-in-1 disinfection installation - capable of sanitising clothing
- ISRs with UV light and vaporised disinfecting air sterilisers deployed to assist in performing venue sanitation duties



## SPOTLIGHT ON HK INITIATIVES ATTRACTING INTERNATIONAL RECOGNITION

### Hong Kong International Airport Installs Full Body Disinfecting Booths

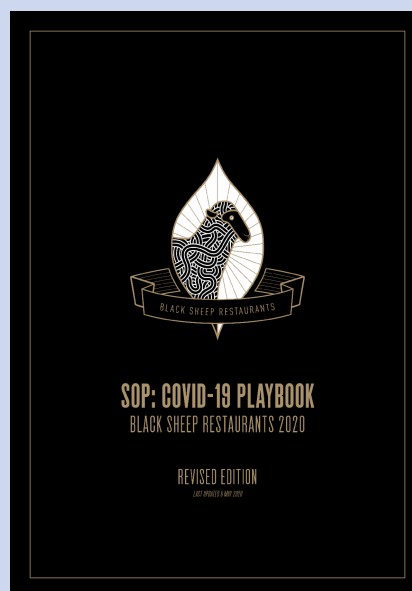
In an effort to prevent further spread of coronavirus, Hong Kong International Airport is testing a new machine that would effectively sanitize passengers head to toe. The CLEantech machine acts as a full-body disinfectant, killing bacteria on people's bodies and clothing. The cleaning, which takes 40 seconds, uses an antimicrobial coating on the interior surface of the machine as well as sanitizing spray for "instant disinfection." In addition, autonomous cleaning robots are being used to continuously disinfect public areas and passenger facilities at HKIA. For more information, [click here](#).



### Hong Kong Restaurateurs Create "Covid-19 Playbook", Gaining International Attention & Adaptation

Black Sheep Restaurants group operates 25 restaurants across Hong Kong, including Michelin-starred restaurants Belon and New Punjab Club. Covid-19 prompted the owners to rewrite their standard operating procedures, creating new guidelines that would protect their staff and guests, and ensure consistency across their establishments.

The 17-page manual outlines highly specific and practical procedures, covering everything from handwashing to face masks, hand sanitizer, cleaning procedures, physical contact, temperature checks, health declaration forms, cost management and how to communicate with concerned or disgruntled guests. They decided to publish the playbook online for anyone to reference, and it has since been translated into 4 languages and used by restaurateurs from as far away as Las Vegas and Australia to Hong Kong. Just another way that Hong Kong leads the way in sanitary protocols. To read the full article, [click here](#).



## GLOBAL INDUSTRY FORUM

The Hong Kong Tourism Board will be hosting a global online forum on June 24 titled Beyond COVID-19: Global Tourism's New Normal. This online forum will bring together world-renowned leaders in tourism to share their insights on how the coronavirus has transformed our industry in Asia and around the world, the trends we can expect as people begin to travel again, the realities of the new tourism landscape and how the industry will embrace all the changes when the pandemic is over. Some of our esteemed speakers include:

- **Alexandre de Juniac** , Director General & CEO, IATA
- **Gloria Guevara** , President & CEO, WTTC
- **Hermione Joye** , Sector Lead, Travel & Vertical Search APAC, Google
- **Peter Borer** , COO & Executive Director, The Hong Kong and Shanghai Hotels, Limited

Please [click here](#) if you would like us to send you a link to the recorded session.

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