

PALAU IS A SAFE AND RESPONSIBLE TOURISM DESTINATION.



PANDEMIC SAFETY CERTIFICATION

The Pandemic Safety Certification Program, represented by the "SAFE FOR YOU" seal, is a certification program created by the Bureau of Tourism and its partners to certify tourism-related businesses in the Republic of Palau on safety and sanitation measures during a pandemic.

PURPOSE

The purpose of the program is to mitigate health risks for visitors and residents during a pandemic, and to protect Palau's reputation as a safe and responsible tourism destination.

BACKGROUND

In response to the onset of COVID-19, the Bureau of Tourism promulgated the Pandemic Safety Regulation for Tourism which became effective on November 18th, 2020. The regulation requires that if and when the President of the Republic of Palau or the Minister of Health declares an emergency due to a pandemic, businesses within the tourism sector will not be able to engage in business with tourists for the duration of that pandemic, unless they are implementing measures that align with international standards and best practices for safety and sanitation. The guidelines for international best practices for safety and sanitation were developed in collaboration with the Palau Chamber of Commerce, the Belau Tourism Association, Palau Visitors Authority and the Bureau of Tourism.

STAKEHOLDERS

Tourism-related businesses are defined as accommodations, food service establishments and tour operators, both public and private, that engage in business with visitors. Each business will need to send a representative from their business to attend training sessions, go back and train all relevant staff, and implement the guidelines endorsed by the Bureau of Tourism in order to be certified.

TIMEFRAME

There are 18 trainers who have been certified under Pandemic Safety Certification program. The plan now is to schedule training sessions for business representatives. The trainers will be able to work individually and in small groups to facilitate at least 3 training session for each sector and respective business representatives within the industry. These certification trainings are set to begin as early as the first week of February 2021.

PARTNERS

The guidelines were developed by the Bureau of Tourism in collaboration with the Palau Visitors Authority and the Palau Chamber of Commerce. The initial training session identifying potential trainers, was facilitated by the Palau Red Cross Society and the International Red Cross Federation. Palau Community College is providing the Assembly Hall for the trainings. The Pandemic Safety Certification program is made possible through initial funding from the International Organization for Migration and USAID.



BUREAU OF
TOURISM



The Pandemic Safety Certification program "SAFE FOR YOU" is set to start its first week of workshops on February 22-26, 2021 at the Tourism School of Hospitality at the Palau Community College with an initial 3 workshops options being offered to **accommodations providers** and **food service establishments**, and 2 workshop options being offered to **tour operators** and **state government offices**. The training workshops will be approximately 4 hours in duration. **1 representative of each business is requested to attend 1 workshop**, with each workshop having a maximum of 20 attendees. The goal is to have a total 200 tourism-related business and government representatives attend at least 1 training workshop being offered during that week.

Pandemic Safety Certification Workshop Schedule (Feb. 2021)					
Time	Monday (Feb. 22)	Tuesday (Feb. 23)	Wednesday (Feb. 24)	Thursday (Feb. 25)	Friday (Feb. 26)
8:00am - 12:00pm	Accommodation Providers (PTHS-PCC)	Food Service providers (PTHS-PCC)	Accommodation Providers (PTHS-PCC)	State Gov't (PTHS-PCC)	Tour Operators (PTHS-PCC)
12:00pm-1:00pm	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
1:00pm-5:00pm	Food Service providers (PTHS-PCC)	Accommodation Providers (PTHS-PCC)	Food Service providers (PTHS-PCC)	Tour Operators (PTHS-PCC)	State Gov'ts (PTHS-PCC)

During the workshop, the business or government representative will be trained on the BOT's Pandemic Safety regulation and certification requirements, COVID-19 preventative measures, contingency planning and the safety and sanitation guidelines relevant to their business and operations. The training will be primarily conducted by the Bureau of Tourism, the Palau Red Cross Society and BOT certified trainers from the respective tourism sectors. They will then act as the safety officer for their business and be the point of contact for the Bureau of Tourism to do regular spot-checks to ensure compliance with the guidelines. After attending the training

workshop, the business' representative will be expected to return to their business and train the rest of the employees on the guidelines as well as be responsible for helping procure the needed PPE, hygiene and sanitation materials listed in the guidelines in order for their business to be certified by BOT following a spot check. Businesses can be certified as soon as they implement the guidelines and fulfill the certification requirements. They will receive a certificate signed by BOT's Acting Director and two stickers to post at their place of business to inform future visitors that they are certified as safe and responsible and in compliance with the regulations for the Republic of Palau.

The "SAFE FOR YOU" certification program was created under the BOT's National Tourism Regulations for Pandemic Safety which requires tourism-related businesses in the Republic of Palau to be certified in order to service visitors during a pandemic. The tourism-related businesses that are being targeted in this program are accommodation providers, restaurants, tour operators (both public and private, i.e. state governments included). The purpose of the program is to mitigate health risk for visitors and locals and to promote Palau as a safe and responsible tourism destination.

This certification program is a public-private partnership that has been done in collaboration with the Bureau of Tourism (BOT) along with the Palau Visitors Authority (PVA), Palau Chamber of Commerce (PCOC), and the Palau Red Cross Society (PRCS), with assistance from the Small Business Development Center (SBDC), USAID and the International Organization for Migration (IOM).