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A Comprehensive Guide
for Applying **Preventive Protocols**
to Contain the Spread of Covid-19

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Partners

وزارة التجارة
Ministry of Commerce

وزارة الشؤون البلدية والقروية والإسكان
Ministry of Municipal Rural Affairs & Housing

وزارة الصحة
Ministry of Health

مجلس الغرف السعودية
Council of Saudi Chambers

SDAIA
الهيئة السعودية للبيانات والذكاء الاصطناعي
Saudi Data & AI Authority

Introduction
The purpose of the Guide

Since the outbreak of the Covid19- pandemic, the government of the Kingdom of Saudi Arabia has spared no effort to combat the spread and try to contain the virus. It has devoted all capabilities and resources necessary to stop the spread of this epidemic and maintain the health of individuals. And because collaborative efforts are key towards achieving goals, especially during these exceptional circumstances that the world is facing due to the Covid19- pandemic, the Saudi Data and Artificial Intelligence Authority "SDAIA" launched the "Tawakkalna" application, in order to support government efforts directed towards confronting the Corona virus.

This application is in line with both the global and national direction focusing on the need to follow and apply preventive and precautionary protocols and measures, as they are the most effective way to confront the disease and stop its spread. Efforts are not limited to government agencies only, but also to individuals, companies and institutions to make this approach successful and to achieve the government's desired goal.

This guide has been designed and developed to provide individuals and establishments with comprehensive instructions on how to apply these precautionary measures in various commercial establishments.

Table of Contents

1 - Key Terms

Tawakkalna Application:
A government application designed to help contain the spread of the COVID-19 virus.

Facility's Capacity:
The permissible number of people inside the facility equals the facility area ÷ by 9

Approximate Radius of Space:
The longest side of the commercial facility area ÷ by 2

2 – Tawakkalna Application

The Tawakkalna application was launched at the beginning of the pandemic to aid in the management of granting permits electronically during the curfew period for employees of government sectors, the private sector, as well as individuals, in cooperation with the Ministry of Health and a number of government agencies, which helped reduce the spread of the Corona virus in the Kingdom.

During the phase of gradually returning to normal life and reducing prevention measures, the application launched several new, effective and important services that contribute to achieving a safe return to normalcy, most notably is determining the state of health of the user of the application through colored codes that indicate the highest levels of safety and privacy.

These new services also include activating the gatherings management, designed to enable the user to request permission to hold events or gatherings, as well as the criteria needed for the number of people allowed to enter commercial establishments or the event, in order to limit the spread of the Corona virus.

The owner of the event (from a government entity, commercial entity, or individual) can request a permit to hold a gathering for a specific place by specifying the type of occasion for the gathering and the number of people allowed to enter.

The types of gatherings are represented in the following categories:

· **Government entity:** a government event permit.

· **Commercial entity (commercial complex, mall, commercial establishment):** a commercial gathering permit.

· **Individuals:** Personal gathering permit.

Terms & Conditions for using the service:

· The user (the permit applicant and the persons attending the gathering) has an account on the Tawakkalna application

· Those who have been in close contact with or have contracted the virus or suspect to have contracted the virus are not permitted to attend the gathering

· It is not permitted to have more than the specified number of attendees per gathering

· The user is automatically logged out of the gathering after moving 200 meters away from the area where the gathering is held, in case he does not log out manually

2-1 Permits for Commercial Establishments

The Tawakkalna application allows establishments to obtain permits for commercial gatherings while applying procedures that ensure the health of visitors to the facility and its workers, as well as preserving the facility's capacity.

2-2 Creating a Permit for your Commercial Establishment

Follow the next steps:
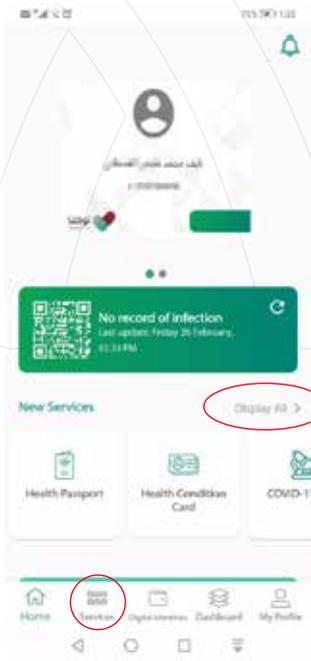
1- Create an account on Tawakkalna
2- Click on view all or go to the services page
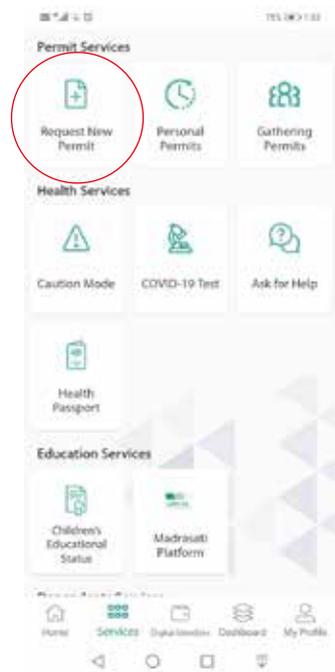
3- Click on request new permit
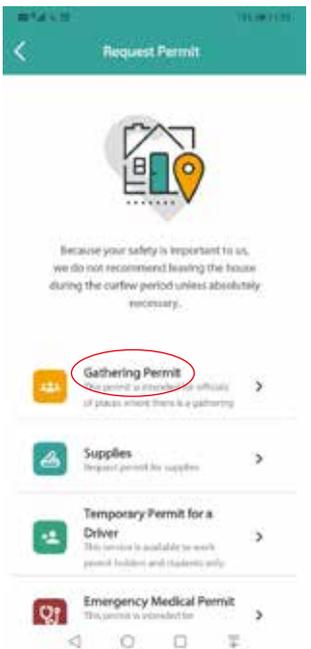
4- Click on request permit for gathering
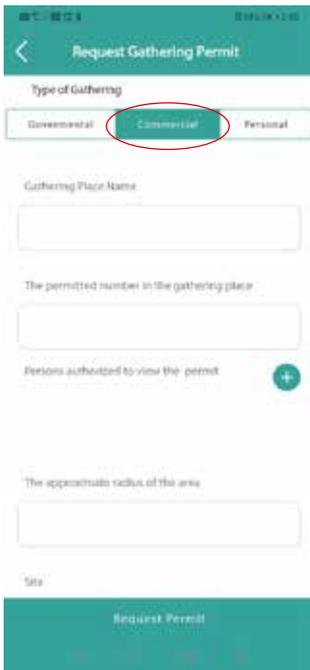
5- Click on create a
   commercial event
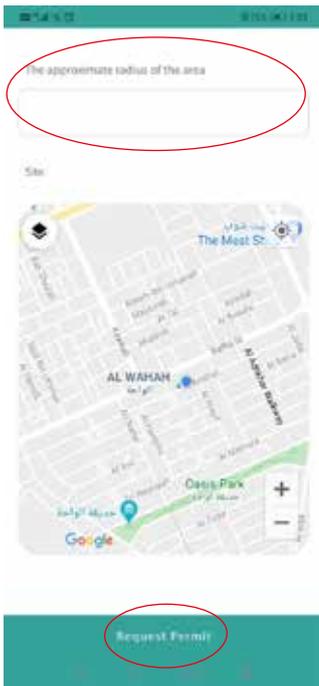
6- Fill in the data and the
   location of the gathering
7- Click on request permit

2-3 Adding an Authorized Individual to the Gathering Permit

To register the authorized individual to obtain the permit for the commercial establishment, follow the next steps:

1- Visit the Services Page

2- Choose Gatherings Permit

3- Click on Gatherings Permit
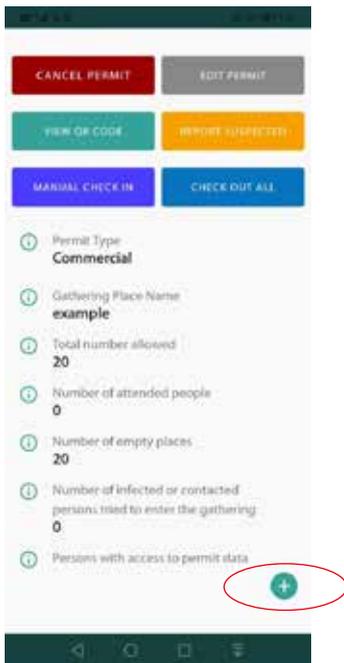
4- Click on the "+" sign in the "Persons authorized to view the permit" field
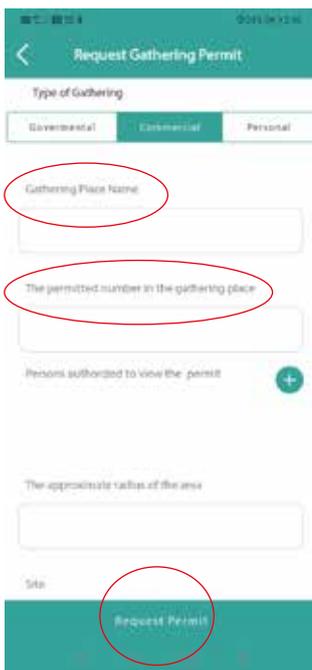
5- Enter the information of the individual to be authorized
6- Click the Add button
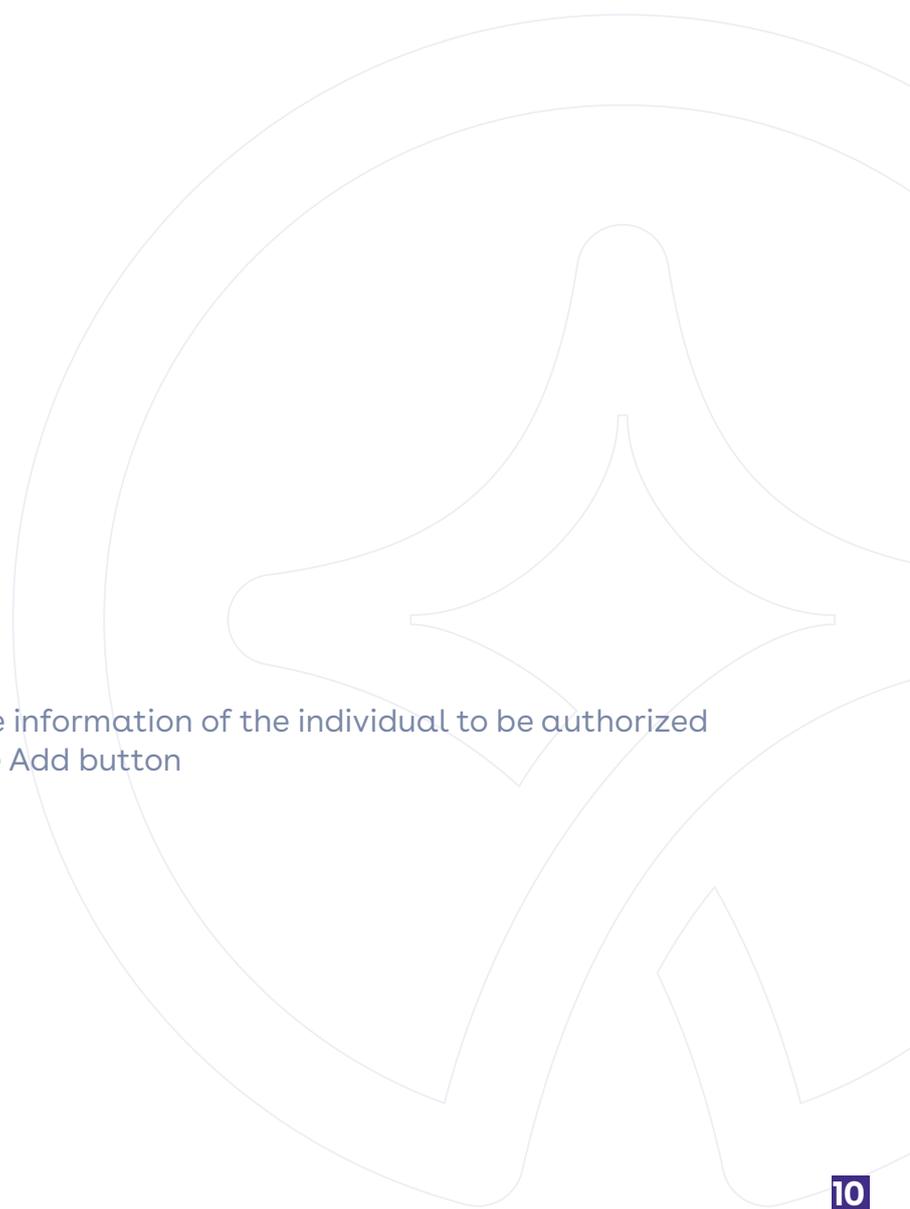
2-4 Log out of the Gathering

You can log out of the gathering in one of the following ways:

2-4-1 Automatically, a person will automatically be logged off once he is 200m away from the location of the gathering.

OR

2-4-2 Through the app by following the next steps:

1- Click View All
2- Click Personal Permit

3- Choose the Gathering
Permit you want to log out from

4- Make sure to delete
the event barcode

5- Click log out

3. Types of Permits for Commercial Establishments

The facility can obtain a permit for customers and employees, with the possibility of obtaining an optional permit, given that the application
does not impose restrictions on the number of permits to be issued.

Commercial Establishment Permit:
Where the permit capacity is represented by the facility area ÷ by 9

Optional Permit:
It is a permit for home delivery service providers, and its capacity is:
the facility's parking area ÷ 9

4. Customer Safety Regulations

The preventive measures that commercial facilities can implement to ensure customer safety are divided into two phases; before clients enter the facility and while they are in the facility.

5. Before Entering the Commercial Establishment

- Placing floor stickers at the entrances that regulate entry and ensure social distancing

- Organizing the entry of customers into two queues, the first for individuals who have downloaded the Tawakkalna application, and the second to manually register individuals who do not own the application or a smartphone

- Placing banners for customers that exp the mechanism of implementing the access protocol along with the barcode for the customer's permission

- To ensure smooth procedures, it is preferred that customers log in to the Tawakkalna application.
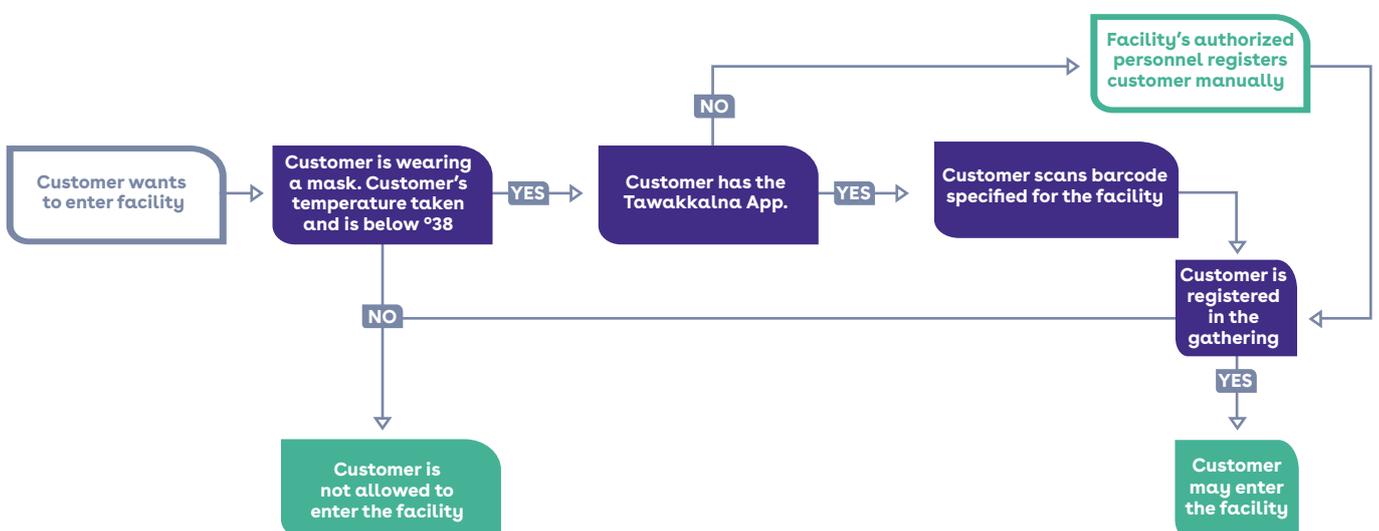
6. Customer Entry Protocol for Wholesale and Retail Stores, Malls and Commercial Centers

- Measuring the temperature of customers at entrances, and not allowing individuals whose temperature exceeds 38 degrees Celsius to enter the center

- Preventing the entry of clients who are not committed to wearing a face mask or something that covers the nose and mouth

These two steps are taken before logging into the application in order to speed up the process:

- Individuals log in to the Tawakkalna application, with confirmation of registration by the facility

- Log in manually for individuals who do not own the application or smartphones

- Appointing a manager to oversee the implementation of the protocol at entrances and exits and inside large stores in cooperation with the Security and Safety Department (if any) in addition to the security team and employees

- In small commercial centers such as grocery stores and mini markets, one worker from the same store can manage the implementation of preventive measures to prevent crowding

- Establishments with one worker can install an audio device at the entrance to measure customers' temperature that will release an audible alert when the customer's temperature is high

- All participants in the gathering can log out of the application after the end of the working day in order to continuously improve the service

- Given that the Tawakkalna application is exempt from data consumption, users who do not have Internet data on their phones can still log in to the application using only the collection code

Flowchart:
- Customer wants to enter facility
- Customer is wearing a mask. Customer's temperature taken and is below °38
  - NO → Customer is not allowed to enter the facility
  - YES → Customer has the Tawakkalna App.
    - NO → Facility's authorized personnel registers customer manually → Customer is registered in the gathering
    - YES → Customer scans barcode specified for the facility → Customer is registered in the gathering
      - YES → Customer may enter the facility

7. Preventive Measures inside the Wholesale and Retail Stores, Malls and Commercial Centers

Commercial establishments must adhere to the application of the following preventive measures which guarantee the safety of employees within the work environment, especially those that receive clients continuously:

• Wearing a mask and personal protective equipment at all times by those in the facility.

• Providing hand sanitizers that contain 80-60% alcohol and are compatible with the requirements of the Food and Drug Authority.

• Allow employees that are at risk of contracting the virus to work from home.
Placing floor stickers to regulate the spacing between employees as well as between employees and customers in busy workplaces (such as: customer service offices).

• Maintaining the recommended social distancing parameters (one and a half meters) between employees/clients in busy areas of the store at all times (such as: entrance, customer service counters, and exits).

• Use of floor stickers on escalators to ensure that it is used by one person at a time, in addition to having a 6-step distance between individuals.

• Disinfection of facilities and all surfaces that employees / customers touch (such as cash registers, shelves, toilets) at least once a day.

• Disinfecting shopping carts and baskets after each use (if any).

• Disable all public touch screens (such as information screens).

• Disposal of devices and tools that workers share internally (such as: pens used to fill in worksheets, and shared devices such as drinking water fountains, etc.).

• Ensure that there are trash bins that work without the need to touch them, and that waste is collected frequently and disposed of continuously.

• Parking spaces are permitted without restrictions, and valet parking is provided.

• Close off any public seating areas, dining areas, movie theaters and gaming halls.

• Close off entertainment and play areas, including those designated for children.

• Close off fitting rooms.

8. Entry Protocols for Restaurants and Cafes

Restaurants and cafes must follow the following protocols when welcoming clients and customers:

- Individuals log in to the commercial gathering through the Tawakkalna application, with confirmation of registration by the facility

- The facility can log in people who do not have a smartphone or do not own the Tawakkalna application through the manual registration feature in the application where the authorized person must enter the national ID number / residency and the date of birth of the person to be logged in

- Accept receiving pick orders and external delivery only, dine in services are not offered at the restaurant

- Delivery vehicle requests can be received as usual without the need to create a special permit

- It is forbidden to provide the service to anyone who does not adhere to wearing a mask or something that covers the mouth and nose

- Measuring the temperature of customers at entrances, and not allowing customers whose temperature exceeds 38 degrees Celsius to enter the center

- In the event that home delivery service providers are crowded in the parking lots, the facility must create a special gathering permit, provided that the delivery personnel log in to the application

- Given that the Tawakkalna application is exempt from data consumption, users who do not have internet data on their phones can log in to the application by using the collection code

- All participants in the gathering can log out of the application after the end of the working day in order to continuously improve the service

9. Cleaning Protocols for Restaurants and Cafes

Cafes and restaurants must adhere to the following hygiene protocols inside their establishments:

• Staff to wear a cloth mask or something that covers the nose and mouth at all times in areas where food or beverages are being served

• Availability of alcoholic hand sanitizers that are easily accessible and ensure that they contain %80-60 of alcohol and comply with the standards of the Food and Drug Authority

• The facility must place floor stickers at 1.5 meters apart to social distance people in areas that can get crowded such as ordering counters or pick-up counters.

Emphasis on staff washing hands routinely, and repeatedly for forty seconds, during work shifts, either by using water or using an alcohol-based hand sanitizer for a period of not less than twenty seconds, especially if soap and water are not available, during the following times:
> • Prior to starting food preparations
> • After using the restroom
> • After contact with body fluids and secretions
> • After direct contact with co-workers or clients
> • After touching things that are likely to be contaminated (such as: gloves, clothes, masks, or trash)
> • Immediately after removing gloves or masks

• Use of barcode scanners by cell phones to view menu

• Use of single use eating utensils when dine in service is allowed

• Sterilization of places that are used continuously, preferably by using disinfectantsapproved by the Food and Drug Authority, and use "sodium hypochlorite" (such as: chlorine disinfectant or the like)

• Providing personal protective equipment for workers, such as: medical or cloth masks, or something that covers the nose and mouth, hair nets, or single-use body suits

• Wearing of personal protective equipment by workers in high-risk departments, such as: chefs and cooks, food production workers, and those who prepare drinks routinely, and changing them continuously

• Preparing disinfectant solutions and using them according to the manufacturer's instructions to ensure the safety and health of disinfection workers, ensure the use of personal protective equipment, and to avoid mixing different chemical disinfectants together

Cleaning and disinfecting the restrooms periodically throughout the day, making sure there is good ventilation, reducing the temperature, and constantly monitoring them. Regularly change or clean the air filters for ventilation systems, especially air conditioners.

10. Client Exit Protocols from Establishments

Establishments should observe the following procedures to ensure the safety of customers during their exit:

· Achieving social distancing and lack of crowding

· Choose one of the two mechanisms to log out of the gathering permit: automatically or manually

· The establishment has the right to log out all clients during prayer and closing times or when there is a technical problem with the application

· All participants in the gathering can log out of the application after the end of the working day in order to improve the service continuously. Commercial establishments can also place explanatory instructions for logging out with the gathering barcode at the cash register or exit gates

11. Protocol for Dealing with Non-compliant Clients

The facility shall follow the following procedures with customers who do not adhere to the preventive measures:

· Require that he abides by the procedures or leave the facility

· In the event that the customer does not cooperate, call 911 and register an official notification
  to ensure that the facility will not be subject to any penalties

12. Reporting Protocol

In the event that there are suspected cases infected with the virus, the following procedures must be adhered to:

- Providing isolation rooms in case of suspected COVID - 19 infection

- Informing the concerned authorities of any employee whose temperature exceeds 38 degrees Celsius and isolating the employee until he joins a health care facility (according to the instructions specified in this field)

- Informing the concerned authorities in the event of an employee testing positive for the Covid - 19 virus and adhering to the relevant directives

13. Protocol to Enter Commercial Establishments

if the Tawakkalna application isn't functioning

In the event that the Tawakkalna application is experiencing technical problems and until the nature of the problem is determined, and solutions are found, the following protocols need to be adhered to in the following cases:

In the event that the malfunction is limited to the facility management service, the facility owners must follow the following procedures:

- Contact the customer service center of the Tawakkalna application and inform them about the malfunction

- Use the health status card feature to know the health status of the participant in the gathering

- Measuring customers' temperature at entrances and not allowing people whose temperature exceeds [38 degrees Celsius] to enter the center

- Preventing the entry of clients who are not committed to wearing a mask or something that covers the nose and mouth

- Putting visible floor stickers to organize queues in crowded places to ensure that there is space between customers (such as: entrances, exits, elevators and toilets)

- Determining the number of customers in each store [one customer for every 9 square meters of the internal space of the store] and setting up explanatory boards about the facility's capacity

In the event that the application services are completely stopped, the following procedures will be applied:

- Contact the customer service center of the Tawakkalna application and inform them about the malfunction

- Using alternatives and temporary solutions to find out about health status updates (such as text messaging service provided by Tawakkalna application)

- Measuring the customers' temperature at the entrances, and not allowing customers whose temperature exceeds [38 degrees Celsius] to enter the center

- Preventing the entry of clients who are not committed to wear a mask or something that covers the nose and mouth

- Putting visible floor stickers to organize queues in crowded places to ensure that there is space between customers (such as: entrances, exits, elevators and toilets)

- Determine the number of customers in each store [one customer for every 9 square meters of the internal space of the store] and setting up explanatory boards about the facility's capacity

If the Tawakkalna app, website, and text messaging service are down:

- Contact the customer service center of the Tawakkalna application and inform them about the malfunction

- Measuring the customers' temperature at entrances, and not allowing customers whose temperature exceeds [38 degrees Celsius] to enter the center

- Preventing the entry of clients who are not committed to wear the mask or something that covers the nose and mouth

- Putting visible floor stickers to organize queues in crowded places to ensure that there is space between customers (such as: entrances, exits, elevators and toilets)

- Determine the number of customers in each store [one customer for every 9 square meters of the internal space of the store] and put in place panels showing the customer's capacity.

14. Frequently Asked Questions

1- How can I create an account on the Tawakkalna application?
After downloading the application, choose a new user, then enter your ID number or residency number and date of birth, then click on the Agree to Terms & Conditions box to receive the verification message on your mobile phone.

2- Is the Tawakkalna app sufficient to enter malls and public places?
Precautionary measures must be followed, including the Tawakkalna app, as it is an approved way to prove your health condition.

3- What are the target groups for the services provided by the Tawakkalna app?
The application serves individuals, whether they are citizens or residents, in addition to the members of the vital entities excluded from the public and private sectors.

4- Are these services available through the "Absher" platform or other applications? Are there other ways to use the services?
Services are only available through the Tawakkalna app, other platforms or applications cannot be used.

5- What are the services currently provided through the application?
Identify the user's health status, reports, and permits.

6- What is the significance of the colored codes that appear on the main screen?
These codes are an approved method for proving the health status of citizens and residents, green symbolizing that he has not been infected, orange for those who have been in contact with an infected case, and brown for those that have been infected.

7- Can a visitor to the Kingdom register on the Tawakkalna app?
Yes, he can by using his passport number, then choosing the type of user (visitor / Gulf resident) and then completing the registration process.

8- When do I need a gathering permit?
The gathering permit can be used by individuals in the event that they host a specific occasion, such as: weddings, funerals, etc., while adhering to the instructions of the Ministry of Interior.

9- What are the requirements for obtaining a governmental or commercial gathering permit?
Requirements include:
Identify the name of where the gathering is located.
Identifying the number of visitors or employees permitted in the place.
Adding authorized personal to view the permit (optional).
Identifying the approximate radius of the place (with a minimum of 200 meters) .
Identifying the location on the map.
Requesting a permit.

10- For more frequently asked questions, please visit the application's website
https://ta.sdaia.gov.sa

15. Contact Us

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