

## CORONA (COVID 19) INFECTION PREVENTION POLICY



### SCOPE:

This policy applies to all employees and all Departmental Heads that are responsible for the health and safety of guests as well as their own personal health resulting in minimizing the infection of the Coronavirus within Pumba Private Game Reserve.



### POLICY ELEMENTS:

Our Corona (COVID-19) Infection Prevention Policy revolves around:

- Our criteria and procedure for minimizing infection / spread of Corona within the Lodges.
- Ensuring employee and guest chance of infection is minimized at all times.
- Good hygiene practice within all departments. (Including introduction of disinfectant chemicals)
- Monitoring of employees and guests for infection.
- Implementing action should an employee / guest be infected.
- Educating / information sharing of Coronavirus with employees. To best look after our guests and themselves personally.



### HOT SPOTS FOR INFECTION:

- Kitchen.
- All pay points including Lodges and gatehouse.
- Guests general restrooms.
- Any and all deliveries to hotel (food, beverage, stationary, housekeeping etc).
- Guest bedrooms, linen and changing thereof as well as bedroom surfaces.
- Game drive vehicles.
- Staff quarters.

These “Hot Spots” have been identified and are to be monitored at all times to prevent the spread of infection within our Hotel.



### GUEST CHECK-IN:

- All guests are to be fully checked in at the gatehouse reception including all payments on check in and check out.
- Upon entering the reception area at the gatehouse there is a sanitizing station for guest use.
- Luggage to be sanitised by the staff before being loaded on transport vehicle.
- Upon entering the reception area at the lodge there is a sanitising station for guest use.
- Reception staff have their own sanitiser to disinfect their hands, telephone, credit card machine.
- Reception will have 2 containers for the guest's pens. One for or all sanitized ready to use pens, and the other for used and to sanitise pens after guests use. These pens will then be disinfected.
- For check-out follow above procedures.



### GAME DRIVES:

No more than 6 pax per vehicle with the middle seat in each row empty. There will be hand sanitiser on the vehicle. All staff will wear masks and practice social distancing.

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### HOUSEKEEPING:

- All our housekeeping staff will be wearing the Covid regulation booties.
- All rooms are sanitised with the provided sanitiser.
- We sanitise each room before any guests check in, in order to provide a safe environment.
- We use separate bags for all used laundry to ensure safety regulations are met.
- Safety / sanitised seals are placed on all guest room doors for your peace of mind.
- At this stage – no turn down service will be available. Should any guest require any additional towels etc, they will call reception by latest 5 pm and the requested items will be dropped outside their door.
- Guest linen to be washed off site at high temperature and with disinfectant detergent. On site washing to apply the same treatment.
- Bathrooms and bedroom surfaces to be disinfected with appropriate chemicals (tiles, san ware, carpets etc.).



### KITCHEN AND DELIVERIES:

- Upon any deliveries being received, the driver's temperature will be taken and recorded by the Covid manager in the kitchen and documented with the driver's details.
- The entrance of the kitchen will have a sanitising walk on/off mat and all drivers / delivery persons will use this sanitising mat prior to entering the delivery drop off area.
- The goods are to be placed on the designated area and the chefs will sanitize all goods / containers on the table.
- No delivery personal / drivers will be allowed to enter the kitchen area and the chefs will sanitise after each and every delivery.
- Food surface areas, floors and prep areas to be treated at the start of every shift with sanitiser.
- Production chefs to wash hands every 30minutes.



### RESTAURANTS:

- All waitron stations to have sanitising station available for themselves as well as guests.
- Menus / wine lists to be sanitized regularly.
- Credit card machines to be sanitised regularly.
- Restaurant floors to be cleaned with addition of sanitiser to disinfect floors.
- Table and bar surface to be disinfected after each and every guest departs table.
- All guests will have a personal brown paper bag at the designated table place setting for their masks, whilst they are eating / drinking.
- These are to be replaced after each guest use and disposed of in the provided biohazard bin.
- All linen must be removed where applicable and reset with fresh linen after each guest use.
- Tables will be allocated for each room and spaced accordingly.
- Waitrons to sanitise hands before resetting tables.



### GUEST GENERAL RESTROOMS:

- All soap dispensers to have inserts replaced with waterless hand sanitiser.
- Cleaning record sheets to be placed behind entrance doors and employee cleaning area to record time and date of work carried out.
- Sanitiser to be used on floors, toilets and surfaces.

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### **STAFF ARRIVING / LEAVING THE WORK PLACE:**

- Sanitiser station to be made use of before arriving or departing to/from shift.
- Any employees presenting symptoms to be report to department head upon arrival to assess wellness of employee (security to scan staff on arrival for fever).
- Staff quarters to have sanitiser station at entrance and be disinfected 3 times per week.



### **EDUCATING / INFORMING EMPLOYEES:**

It is imperative that each and every Employee is knowledgeable about the Coronavirus. They need to understand how it spreads, what it is and the efforts put in place to minimize infection. Please refer to attached info packs and signage to be placed at clock card machine and in all back of house departments as well as reception areas.