



# We're ready

**BEST PRACTICE GUIDELINES FOR THE PREPAREDNESS, DETECTION OF AND RESPONSE TO THE CORONAVIRUS (COVID-19) FOR GREAT PLAINS CONSERVATION CAMPS  
JULY 2020**

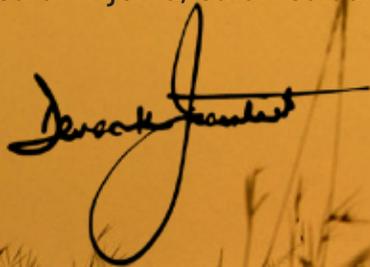
Dear friends of Great Plains,

We have always run safari experiences that are based on bespoke, caring, meaningful and considerate values. Introducing this COVID policy has taken us some time because in the same way, I've tasked our teams with finding out the science first, then dealing into best practices, and then having operations teams travel into camps and mock up tests for practicality.

We've made adjustments that you will read about, but ironically it hasn't really needed too much tweaking from what we normally provide because of the space, the politeness of our staff already, and the open air facilities. Still, I wanted to take what the finest hotels in the world do, what our fellow members in Relais and Chateaux are doing across the globe and what our contacts in Johns Hopkins, and other high-end health facilities across the world suggest.

We've had to design this against the backdrop of two intertwined values in Great Plains in that we are in the hospitality business, not the hospital business, and that warmth of welcome is in our DNA, and yet we of course want to offer the security of safety to our guests, and to our staff. So what you can expect from us is both, no compromise hospitality, and no compromise on safety. It's not that difficult. We've been doing it forever.

Safari Njema, Safari Salaam - *Good Safari, Safe Safari*



David J. Janssen



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## **1. PURPOSE OF THE DOCUMENT**

This document outlines the BEST PRACTICES GUIDELINE for the detection of and response to suspected case/s of the novel Coronavirus disease (COVID-19) within Great Plains Conservation.

Much of the world has been in lock-down since March 2020, and from August 2020 the restrictions will be eased gradually. It is important for Great Plains Conservation to implement the necessary measures to ensure that we are ready to welcome the return of guests to ensure the health and safety of all.

## **2. BACKGROUND**

On 31 December 2019, the WHO's China Country Office was informed of cases of pneumonia with an unknown cause detected in Wuhan City in the Hubei Province in China. On 7 January 2020, the causative pathogen was identified as a novel Coronavirus (COVID-19). Most of these cases were linked to a seafood, poultry, and live wildlife markets in Wuhan City, suggesting that the novel Coronavirus had a possible animal origin. The incubation period for the disease is currently estimated to be up to 14 days.

## **3. REFERENCES AND LINKS**

For the latest world COVID-19 updates, refer to:  
[www.who.int/emergencies/diseases/novel-Coronavirus-2019](http://www.who.int/emergencies/diseases/novel-Coronavirus-2019)

## SUMMARY OF INDIVIDUAL HYGIENE PRECAUTIONS

1. Cough or sneeze into the crook of your elbow or use a tissue
2. Use single-use tissue, dispose of the used tissue into a closed bin and immediately wash your hands
3. Wash your hands with soap and water on a regular basis or, if not possible, clean them with hand sanitiser
4. Say hello without shaking hands, avoid hugging or kissing in greeting
5. Stay 1,5 - 2 metres apart from each other
6. REMINDER: Hand washing and disinfection are preferable to wearing gloves.



## THINGS TO AVOID WHEN WEARING A MASK

1. Avoid touching / moving the mask with unwashed hands.
2. If the mask is washable, do not put the mask in a pocket, bag, or on a surface after wearing it.
3. While waiting to wash it, isolate it in a plastic bag.
4. Never put your mask in a "standby" position on your forehead or chin.



## 4. GENERAL INFORMATION

### 4.1 WHAT YOU NEED TO KNOW ABOUT COVID-19

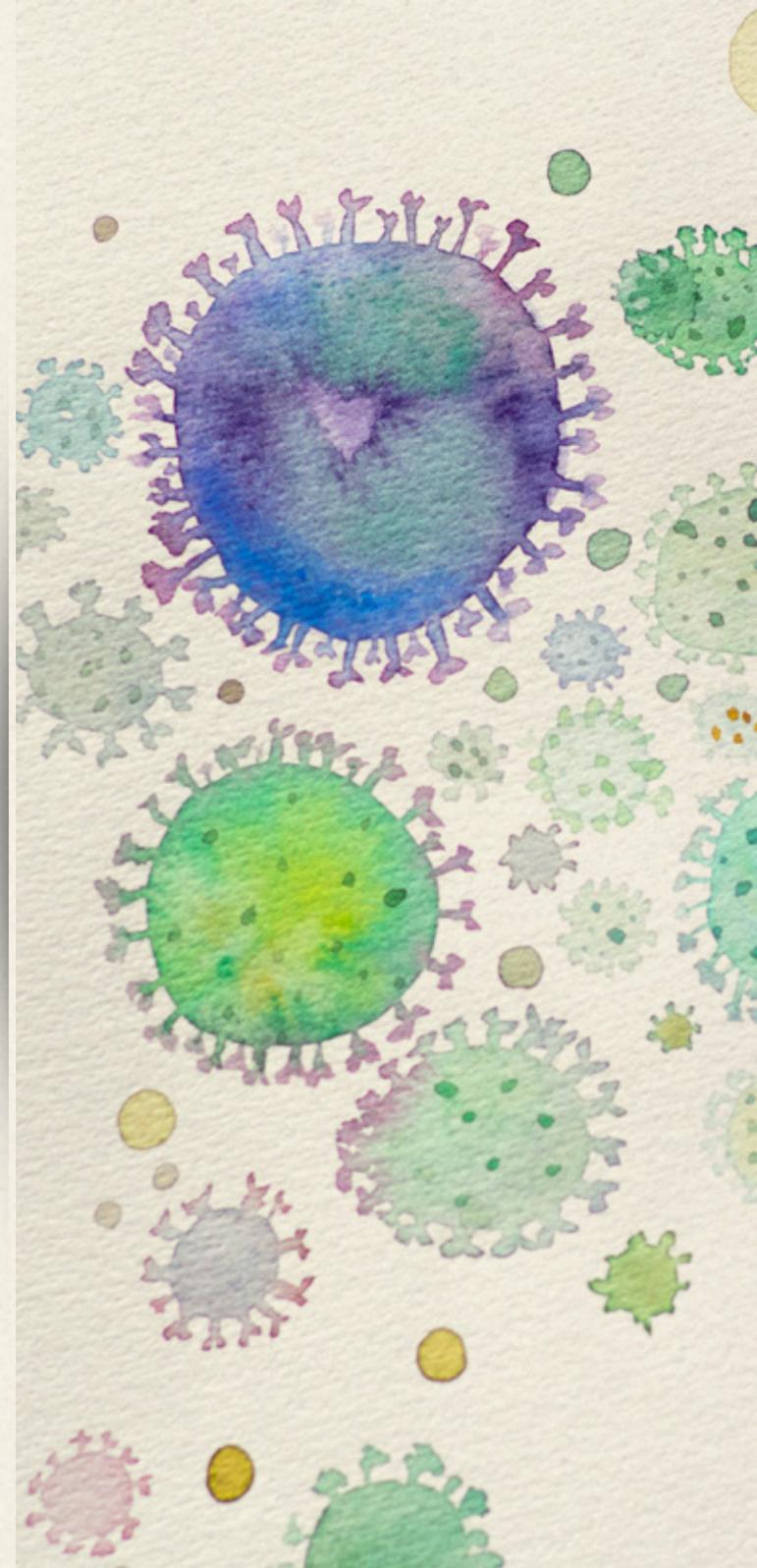
- Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person through small droplets from the nose or mouth which are expelled when a person with COVID-19 sneezes, coughs or speaks.
- COVID-19 is now a pandemic affecting most countries globally.
- To date, there is no vaccine and no specific antiviral medicines against COVID-19.

### 4.2 WHAT ARE THE SYMPTOMS OF COVID-19?

- People ill with COVID-19 infection have reported mild to severe respiratory illness with symptoms of cough, fever, fatigue, sore throat, runny nose, difficulty breathing and/or shortness of breath.
- While COVID-19 can cause serious illness, many people have only mild symptoms. It appears the illness caused by COVID-19 tends to be less severe than some other Coronaviruses like the one that caused SARS.
- COVID-19 infection can be profoundly serious for people with health conditions, such as diabetes, heart issues or breathing troubles.

### 4.3 HOW IS COVID-19 SPREAD FROM PERSON-TO-PERSON?

- COVID-19 is spread mainly by coughing, sneezing or direct contact with a sick person, or contact with surfaces a sick person has recently touched.
- COVID-19 can also be spread where droplets (e.g. from a cough or a sneeze) land on a surface which someone then touches. If that person puts their hands near their mouth, nose or eyes, the person may become ill.



## 4.4 LOCAL EMERGENCY CONTACTS

### **BOTSWANA**

- Botswana National Emergency Operation Centre:
- Toll Free number: 0800 600111/16649
- e-mail: [neoc@gov.bw](mailto:neoc@gov.bw)
- Botswana Tourism Organization: 391 3111

### **SOUTH AFRICA**

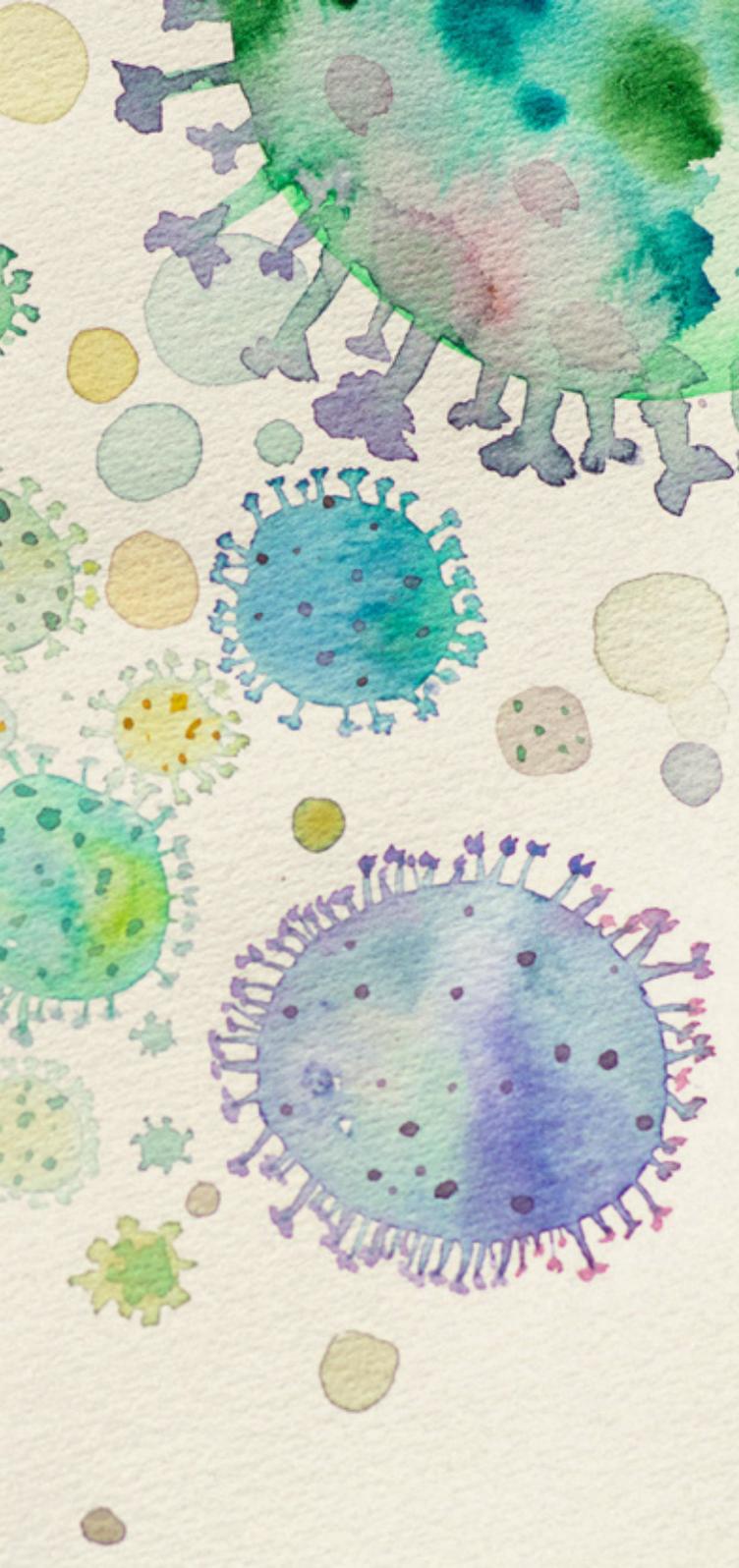
- South Africa COVID-19 Hotline: 0800 029 999
- National Institute of Communicable Disease  
<https://www.nicd.ac.za/>

### **KENYA**

- Kenya Ministry of Health: <https://www.health.go.ke>

### **ZIMBABWE**

- Zimbabwe statistics & information: <https://public.co.zw/covid>
- Zimbabwe Ministry of Health - <http://www.mohcc.gov.zw>



## 5. PREVENTION MEASURES

### 5.1 TRANSPORT

- a. Vehicle, motorboat, mokoro, charter plane transfers and activities will adhere to social distancing protocols and hygiene.
- b. Any person whose temperature exceeds 37,5 °C will not be permitted to board the vehicle.
- c. All persons in the vehicle must wear a face mask.
- d. Passengers must sanitise hands before they enter the vehicle and after getting out of the vehicle.
- e. Operators must ensure that all transport vehicles' doors and window handles, arm rests and handrails are sanitised after every leg.
- f. Game drive vehicles will accommodate no more than 4 people per vehicle unless traveling as a family.





## 5.2 MAIN AREA AND GUEST ARRIVALS

- a. Screening and completion of a medical and travel declaration to be signed by each guest on arrival
- b. Social distancing of 1,5 - 2 metres in the main area will always be ensured.
- c. Hand sanitisers will be available in all public common areas.
- d. Each guest to receive an arrival pack containing mask, gloves, hand sanitiser, tissues, to eliminate the risk of communal use.
- e. Our Great Plains greeting will replace handshakes or hugging.
- f. Guests registering an elevated temperature of 37,5 °C will be asked to move to an isolation area.
- g. Luggage will be sanitised.

### 5.3 GUEST DINING

- a. There will be a move towards more private dining to ensure social distancing requirements are in place.
- b. Menu options will be presented using a single-use souvenir menu, or you will meet the chef personally.
- c. Unless part of a family / group, communal eating e.g. buffet, high teas, bar, and game drive snacks will be replaced with menu ordering and individual biting / snack jars.
- d. All linen napkins will be replaced with luxury single use disposable napkins
- e. All room service equipment to be sanitised before and after each serving period.
- f. All interactive kitchens to be closed. Show-kitchens remain open with protective barriers installed





#### 5.4 GUEST ROOMS

- a. You will observe high levels of daily cleaning and disinfection of all common areas and surfaces.
- b. This includes high touch surfaces such as: tables, doorknobs, light switches, tent zips, counter tops, handles, jugs, desks, phones, keyboards, toilets, taps, sinks, etc.
- c. High touch electronics include cameras, tablets, touch screens, keyboards, and remote controls.
- d. All non-essential decorative items have been removed e.g. magazines, newspapers, brochures.
- e. For mini bar/snacks (what is the GPC decision?)
- f. Water jugs to be replaced with sealed glass water bottles.
- g. All extra bed linen, blankets and bed covers to be provided on request.
- h. Housekeeping will always wear PPE when changing linen.
- i. Personal gym and yoga equipment in rooms to be sanitised routinely.

## 5.5 GUEST ACTIVITIES

- a. Game drives, boat activities and bush walks will continue.
- b. Sanitisers to be present in the game drive vehicles and boats for guests. It is recommended that guests always carry their personal hygiene pack.
- c. For hygiene purposes, we request that binoculars and cameras are not shared.
- d. Wipes will be provided to clean the equipment.
- e. Guides will have a sanitiser pack with water, waterless sanitiser, pack of wipes and container for running water in each vehicle or boat.
- f. Guides will wear gloves for when serving food and drinks, and guests will receive their own individually packed breakfast or biting's box.





BOTSWANA  
GREAT PLAINS



CONSERVING AND EXPANDING NATURAL HABITATS



# GREAT PLAINS CONSERVATION | BOTSWANA

## POST COVID-19 OPERATIONAL PROTOCOL

ADHERING TO INDUSTRY COVID PROTOCOLS OF PROTECTION FOR OUR GUESTS AND STAFF WHILST MAINTAINING THE HIGHEST STANDARD OF AN AUTHENTIC EXPERIENCE IN AFRICA.

We pledge to comply fully to official tourism regulations and protocols released by government bodies. As the global Covid-19 situation changes, we intend to adapt accordingly.

### MEET AND GREET AT MAUN AIRPORT

- Guests will be met at Maun Airport by a staff member from Great Plains (wearing protective Great Plains Conservation mask and gloves) and will be provided with a Covid Hygiene Pack which will include:
  - Hand Sanitiser
  - Dettol wipes
  - Disposable gloves
  - A protective mask
  - Information on how Great Plains Conservation are protecting guests and staff
- New airport regulations will be adhered to (awaiting release)
- Covid Clearance Card to be provided by guest (awaiting release) including details of where they have come from and airlines etc
- If guest arrives from other camp/ not airport – temperature taken at camp and Covid Clearance Card presented by guest.

## **INTERNAL FLIGHTS TO CAMP**

- In addition to the standard cleaning of aircraft interiors, all surfaces that passengers and staff are likely to come into contact with including seats, seat belts, head and arm rests, doors, door handles, light switches, vents and seat pockets will also be thoroughly cleansed. Aircraft interiors are cleaned on arrival in Nairobi.
- Passenger airport transfer vehicles are receiving the same sanitisation of all surfaces that guests will come into contact with.
- Hand sanitiser will be available to passengers at meet and greet as well as when entering vehicles and aircraft.
- On scheduled air transfers, only a maximum of 8 passengers will be accommodated per leg with the middle seat, where applicable, being left vacant.
- Private charters can be booked for groups of up to 8 passengers on a Caravan which usually carry up to 12 passengers. Private charters can be customised to your liking to ensure guests feel safe, secure and comfortable.
- All of the above measures will be included as part of the initial safety brief provided to the guests before flight, to put their minds at ease.

## **GUEST COLLECTION AT AIRSTRIP**

- Hand washing basin facilities on arrival at airstrip with sanitizing hand wash.
- Guides NOT to shake hands. Guides to directly place guest's luggage in the vehicle and Sanitise their hands immediately afterward.
- In game viewer guests are given their personalized water bottle with sealed lid, offered hand sanitiser and wipes provided in vehicle alongside being given their personal Hygiene Pack.

## HELICOPTER PROTOCOLS

- All flights will be operated as private flights, and there will be no queuing or close contact during the process of getting guests to and from the helicopters.
- All headsets will be removed to prevent cross contamination. If a guest specifically requests a headset, we can accommodate them, after explaining the possible risk.
- Any flights where doors are removed will allow for very good airflow through the cabin. Should the doors remain on for the flight, no air conditioning will be used during the duration of the flight.
- Hand sanitiser will be made available to the guests for the duration of the flight, as well as pre and post flight.
- Helicopters will be cleaned and Sanitised after each flight, with a more thorough clean at the end of each day.
- All of the above measures will be included as part of the initial safety brief provided to the guests before flight, to put their minds at ease.

# KENYA GREAT PLAINS

CONSERVING AND EXPANDING NATURAL HABITATS



# GREAT PLAINS CONSERVATION | KENYA

## POST COVID-19 OPERATIONAL PROTOCOL

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### MEET AND GREET AT JOMO KENYATA / WILSON AIRPORT

- Guests will be met at Jomo Kenyatta International Airport and Wilson Domestic Airport by a staff member from Great Plains (wearing protective Great Plains Conservation mask and gloves) and will be provided with a Covid Hygiene Pack which will include:
  - Hand Sanitiser
  - Dettol wipes
  - Disposable gloves
  - A protective mask
  - Information on how Great Plains Conservation are protecting guests and staff
- New airport regulations will be adhered to (awaiting release)
- Covid Clearance Card to be provided by guest (awaiting release) including details of where they have come from and airlines etc
- If guest arrives from other camp/ not airport – temperature taken at camp and Covid Clearance Card presented by guest.

## **INTERNAL FLIGHTS TO CAMP**

- In addition to the standard cleaning of aircraft interiors, all surfaces that passengers and staff are likely to come into contact with including seats, seat belts, head and arm rests, doors, door handles, light switches, vents and seat pockets will also be thoroughly cleansed. Aircraft interiors are cleaned on arrival in Victoria Falls and Harare.
- Hand sanitiser will be available to passengers at meet and greet as well as when entering vehicles and aircraft.
- On scheduled air transfers, only a maximum of 8 passengers will be accommodated per leg with the middle seat, where applicable, being left vacant.
- Private charters can be booked for groups of up to 8 passengers on a Caravan which usually carry up to 12 passengers. Private charters can be customised to your liking to ensure you and your clients feel safe, secure and comfortable.
- All of the above measures will be included as part of the initial safety brief provided to the guests before flight, to put their minds at ease.

## **GUEST COLLECTION AT AIRSTRIP**

- Hand washing basin facilities on arrival at airstrip with sanitizing hand wash.
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ZIMBABWE

# GREAT PLAINS



CONSERVING AND EXPANDING NATURAL HABITATS



# GREAT PLAINS CONSERVATION | ZIMBABWE

## POST COVID-19 OPERATIONAL PROTOCOL

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### **MEET AND GREET AT VICTORIA FALLS INTERNATIONAL AIRPORT**

Guests will be met at Victoria Falls International Airport by a staff member from Great Plains (wearing protective Great Plains Conservation mask and gloves) and will be provided with a Covid Hygiene Pack which will include:

- Hand Sanitiser
- Dettol wipes
- Disposable gloves
- A protective mask
- Information on how Great Plains Conservation are protecting guests and staff
- New airport regulations will be adhered to (awaiting release)
- Covid Clearance Card to be provided by guest (awaiting release) including details of where they have come from and airlines etc
- If guest arrives from other camp/ not airport – temperature taken at camp and Covid Clearance Card presented by guest.

## **INTERNAL FLIGHTS TO CAMP**

- In addition to the standard cleaning of aircraft interiors, all surfaces that passengers and staff are likely to come into contact with including seats, seat belts, head and arm rests, doors, door handles, light switches, vents and seat pockets will also be thoroughly cleansed. Aircraft interiors are cleaned on arrival in Victoria Falls and Harare.
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# MAINTAIN SOCIAL DISTANCING AT ALL TIMES

1 to 1.5m → → → → → → → 1 to 1.5m



PRECISE COMPLIANCE

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