



COVID-19 PROTOCOLS
FOR TOURISM OPERATIONS AT
NASIKIA CAMPS

TANZANIA

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Nasikia Camps
Serengeti | Ngorongoro | Tarangire | Manyara

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INTRODUCTION

The tourism industry has developed comprehensive protocols for the operation of all types of tourism business or facilities in times of the COVID-19 pandemic and beyond. The protocols align with the WHO, OSHA and MoH current guidelines and advice, and will be revised as required on an ongoing-basis. They cover customer information, PPE, physical distancing, and sanitization and hygiene practices, among others, for staff and customers. We are confident that these extensive protocols enable our properties and staff within the Tanzanian tourism industry to operate safely as COVID-19 restrictions are eased. Our business will be among the safest places to be. The protocols address all the acknowledged risk areas related to travel and tourism.

We will ensure the crucial areas of concern for government area addressed through the protocols and the following:

1. Persons with Higher Risk

- a. Persons above 65 years of age may be asked not to travel to our properties at this time
- b. Persons above 60-65 years are recommended not to travel to our properties at this time
- c. Persons with high risk health issues are recommended not to travel to our properties at this time
- d. High-risk staff will be allocated to small shifts, lower risk areas, be given additional PPE and will work from home where possible

2. Increased Numbers of Staff Travelling on Public Transport Create a Higher Risk of Transmission

- a. Facilitation of staff living-on-site where possible
- b. Private transport encouraged where staff cannot live-in
- c. Reduction as possible for staff use of public transport

3. Limit risk of Transmission as a Result of Travelling Between Districts and Regions

- a. To travel from home to/from our properties – proof of booking must be carried, plus it is recommended that directions or a map of clear route also be carried
- b. Customers only stop to purchase fuel or other items at petrol station or other permitted retail operation enroute
- c. Only people visiting our properties in private vehicles or car hire may cross regional borders

4. Ability to Trace Contacts in the Event of Someone Testing Positive for COVID-19

- a. All operating properties, offices and garage will keep guests/visitor/passenger/client details plus recent and planned travel information
- b. Staff contact details will be up-to-date and all details of all staff in all company locations will be meticulously recorded

5. Commitment to the Protocols

- a. All owners, directors, managers of properties and operations will sign a pledge to adhere to industry protocols
- b. We will look to TTB and sector leaders to provide support and guidance to implement the standard industry protocols

1. PLEDGE OF ADHERENCE

All CEOs, general managers, managers or owners of company when open for operation during COVID-19 and beyond, will sign a pledge that they will adhere to these protocols.

2. DESIGNATED COVID-19 HEALTH & SAFETY OFFICER

Each operating property and/or premises will designate a COVID-19 Health & Safety Officer (COVID-19 Officer). In smaller locations, this will be the manager or as required appointing a dedicated officer. In addition, a COVID-19 team leader will be designated in each property or premises. This cross-functional team will report to the COVID-19 Officer (and comprise the COVID-19 Committee) on implementation of COVID-19 protocols, and any issues related thereto.

COVID-19 OFFICER & TEAM RESPONSIBILITIES

- ✓ Risk assessments of all aspects of operation in-line with the OSHA COVID-19 Occupational Health & Safety Measures in workplaces
- ✓ Develop, maintain and implement:
 - Standard hygiene and sanitizing procedures (including schedules/logbooks) per area/property/vehicle category
 - Special area cleaning procedures – as required
 - Capacity limits and controls
 - Physical distancing plans
 - Guest/visitor/passenger/client procedures
 - Staff procedures
 - PPE standards for staff
 - PPE standards for guests/visitors/passengers/clients
 - Procedures for staff with symptoms, and/or suspected COVID-19
 - Procedures for guests/visitors/passengers/clients, and/or suspected COVID-19
 - Monitoring the implementation of the protocols and the effectiveness of the measures undertaken
 - Monitoring overall compliance, identifying and correcting gaps and adapting the plan to practical experience
 - Monitoring compliance with correct PPE usage – observing, CCTV, spot checks, etc
 - Maintain staff and guest/visitor/passenger/client health records
 - Maintain and checks of logs of cleaning activities
 - Maintain and manage stock and use of PPE
 - Oversight of all staff and guest training and information provision
 - Independent Third Party Hygiene Audits – as required
 - Independent Third Party decontamination cleans – as required
 - Monitoring compliance with OSHA COVID-19 Occupational Health & Safety measures in all locations

The COVID-19 Officer will ensure they keep in touch with their primary representative association, as well as WHO, MoH and OSHA with respect to recommendations and guidelines for travel, tourism and hospitality operations during the COVID-19 pandemic and beyond.

3. GVPC MEDICAL DECLARATION

All Guests/Visitors/Passengers/Clients (GVPCs) will be required to complete a medical and travel declaration. This will be on arrival/check-in/ boarding/entering/pick-up as appropriate. Special screening stations are in place as per government requirements for entry points. All GVPCs must complete the form, not just the contracting party. This means of passengers in hired vehicles, people sharing bedrooms in properties, etc must complete the declaration. The company has developed a standard form for this and ensure it is compliant to current guidelines. The completion and acceptance of the form acts as access acceptance into our properties and/or vehicles. While the declaration must be signed on arrival/check-in/ boarding/pick-up to ensure it is up-to-date, we may opt to ask some/all of the questions upon initial booking/reservation and may suggest that high-risk individuals might want to postpone their trip, or we may decline such reservations. This form can be shared in hard or soft copy.

DECLARATION FORM TO INCLUDE:

- General health, chronic or other conditions, and medication
- Physical impairments
- Symptoms prior 30 days
- Smoker status and fitness level
- COVID-19 history
- COVID-19 status disclosure signed off
- Record of trip – full current trip itinerary for tracing purposes
- Recent travel history other than this trip – one month
- Next of Kin/Friend not travelling with GVPC – name and contact details
- Nationality
- ID or passport number
- Travel insurance declaration and proof (international guests)

There will be simple risk rating completed on the form by the supervising staff member, and higher risk GVPCs should be noted on a separate schedule.

The form will state clearly that the GVPC's details will be shared with local health authorities if any other GVPC or staff member they may have been in contact with while in our properties/vehicles becomes ill with COVID-19. If they will not agree to this, they cannot proceed. The guest declaration form must be linked by annotation to the room/vehicle the GVPC used where this is relevant. Where a third party is conveying GVPCs to/from another property or attraction, copies of the guest medical and travel declaration taken by us can be passed onto the facility as long as GVPCs temperatures are taken again at point/time of transfer.

4. GVPC & STAFF TEMPERATURE MONITORING

Temperature of all GVPCs will be taken upon arrival/boarding/pick-up/check-in etc. For multiple day stays, daily temperature should be recorded (when arriving for breakfast or departing property each day). For other experiences longer than two hours, leaving property, disembarking vehicle, etc temperature should be retaken. The staff member taking the initial temperature reading must annotate the medical declaration form indicating either the actual temperature recorded, or that it was taken and it was in normal range. As far as possible any subsequent readings during a stay, and the check-out/drop-off/disembarking etc, reading should be also noted on the same record. All staff members temperatures, including management or visiting staff from other properties/office, etc will be recorded on arrival for duty and on departure again. These will be recorded on an appropriate manual. All temperatures will be taken with a non-contact thermometer. Any temperature outside the normal ranger (above 37.5C) requires action to be taken. Refer to **Protocol 16**.

5. SIGNAGE & EASY-TO-FOLLOW GUEST INFORMATION

Guests will need extensive information and briefings on the COVID-19 protocols. Easy to understand and assimilated information must be provided in the rooms, on the backs of vehicle seats, at reception area and check-in/pick-up counters, on tables, etc. Notices attached to walls, tables, seats, etc area preferable to avoid contamination by touch. For first arrival/check-in/boarding of vehicles etc, standard briefings should be made to all GVPCs similar to current airline safety briefings. The information and briefings must emphasize that all measures are for guests and staff safety, and should cover:

- Hand sanitizing and correct hand washing
- Footwear sanitizing where applicable
- Surface sanitizing
- Physical distancing – spacing and queues
- Use of masks – detail on proper use and specifically what is expected when eating and drinking
- Brief explanation of procedures if someone has high temperatures or COVID-19 symptoms
- Access to medical services and pharmacies
- Other detail per company or industry – such as room cleaning and linen change frequently; food service options, dedicated vehicle seat and vehicle entry and exit procedures (which entrance/exit, not to touch doors or seats except one seat and seat belt) etc.

6. STAFF TRAINING

EXTENSIVE TRAINING MUST BE PROVIDED TO ALL STAFF TO ENSURE THAT THEY UNDERSTAND:

- The virus, how it is spread, the symptoms and how long it survives on surfaces
- The required sanitization and distancing procedures for themselves and for guests
- The effective use of PPE and what PPE they must use
- How to change into and out of uniforms
- All special procedures eg separation of duties, entry/exit procedures, common area use, etc
- Some staff in certain functions with higher risk such as wash-up, kitchen duties, room cleaning, vehicle cleaning and laundry should have additional training specific to their roles.

Training should also cover support for staff, addressing their general fears and concerns, what happens if they have symptoms or test positive etc, and how this might affect their team/position and how the company will support them. Staff training should not be once-off, but should repeat for all staff, with regular updates on a cycle to ensure there are no lapses in knowledge or deterioration in the levels of protocols practiced. Training area must have proper physical distancing.

7. GUEST/VISITOR/PASSENGER/CLIENT PPE

GVPCs WILL BE REQUIRED TO WEAR MASKS EXCEPT WHEN:

- They are in their private guest rooms
- They are a small group in their vehicle
- They are eating or drinking

Acceptable masks are cloth masks, surgical masks and N95 respirators. It is expected that most GVPCs will bring their own cloth masks upon arrival. All properties should have a spare supply of surgical or cloth masks which can be provided to GVPCs should they not have their own masks. If a guest does not have their own masks for a multiple day stay then multiple masks should be provided. It will be at the company's discretion to charge for masks or not. There is limited current information on removing masks to eat or drink. Recommended practice is to use a flat brown paper bag which the mask will slide into. The bag should be marked on one side 'outside' and the outside of the mask should always be against that side of the bag. A new bag is required each day, and must be disposed of in a compliant manner.



8. STAFF PERSONAL PROTECTIVE EQUIPMENT

All staff must wear masks at all times when GVPCs are present, except while taking meals. The company will provide sufficient masks for a mask per staff member. If cloth masks, two per staff member – one being washed and one being worn. Certain positions require gloves to be worn; plate clearing, washing up, waste disposal, laundry, vehicle cleaning. These should be disposed as per protocol.

9. SANITIZING & HYGIENE PRACTICES

Frequent GVPC and staff sanitizing and/or hand washing is critical along with frequent proper sanitizing of surfaces and these together are the key defence against COVID-19. Members of staff using an area continuously, such as a counter, desk or work top will be responsible for sanitizing their surface in a recurring and consistent manner. Surface sanitizing schedules should be drawn up for other areas, which are not used continuously by a member of staff. Schedules will depend on footfall and type of usage and surface. These schedules must be initialled to ensure compliance with sanitizing requirements.

9.1 HANDS

GVPCs will be required to sanitize their hands on initial arrival at each property, check in counter, pick up area or vehicle. Staff members can administer the sanitizer or it can be self-administered but observed. For property guests and other GVPCs, use walk off mats on arrival to clean shoes should be considered. Thereafter sanitizers and wipes for GVPCs to use will be available for pens, phones, wallets, etc when used eg on exit, boarding or disembarking, entering or leaving a facility, area or vehicle, using bathrooms. GVPCs hand sanitizer or hand washing area must be widely available ie. on hand for or carried by key staff in contact with GVPCs and available throughout properties, in vehicles, etc. Staff must wash hands before and immediately after entering the properties or vehicles, after changing into service uniforms and frequently throughout their service times, particularly after touching items or surfaces. Appropriate bins should be available for disposal of wipes if wipes are provided.

9.2 SURFACES

The following items and surfaces throughout front and back of house areas, in vehicles, must be cleaned with an appropriate disinfectant detergent. As far as possible, this must happen after every 'use' or change of person using it or at a minimum frequency:

- Water bottles, jugs
- Door handles – rooms, vehicles, cupboards
- Pens – when used by more than one person
- Light switches
- Taps and mixers
- Soap and other bathroom dispensers
- Toilet roll holders
- Toilet flush buttons/levers
- Electrical socket switches
- Salt & pepper shakers, and other static tableware eg toothpick holders, sauce bottles
- Computers, laptops, printers
- Ice machines
- Arm rests and backs of seats
- Window levers/buttons
- Waiter stations
- Deck railings
- Public dispensers like water dispenser
- Tables, counters, desks
- Plastic folders
- Kitchen surfaces
- Fridge/freezer handles & doors
- Kitchen equipment
- Vehicle keys
- Steering wheels and gear levers
- Dashboard controls & air-conditioning vents
- Seatbelt buckles
- Window sills

9.3 LUGGAGE

All luggage should either be sprayed with a disinfectant spray after off-loading, or wiped with a minimum of all handles and corners carefully wiped with surface sanitizer. Staff handling luggage should sanitize or wash hands immediately before and after touching luggage. If the guest handles their own luggage to move it into or out of the vehicle or room, and it is not touched by staff, then wiping or spraying is not required.

9.4 CASH HANDLING

Cash handling should be minimized or eliminated. Pre-payments should be maximized. If a guest or staff member handles cash, hand sanitizing or hand washing should happen immediately afterwards.

9.5 REMOVE SURFACES

Throughout the properties and vehicles the number of surfaces which can be touched must be reduced to eliminate touching and the need for surface sanitizing:

- Remove rugs, carpets, cushions and soft furnishing where possible
- Remove magazines, newspapers, games, décor items, pots and vases
- Games, magazines and newspapers – provide on request, sanitizing before/after or disposing after use.

9.6 REDUCE USE AREAS

Any areas which are not in use, or which can be taken out of use, should be locked to eliminate usage and the need for regular surface cleaning in the event of any contamination. This might include excess or overflow areas, meeting rooms, public bathrooms, extra lounge or waiting areas. Use on-request with a staff member opening and locking afterwards can be practiced for some facilities.

9.7 GENERAL

- Spill kits for any blood or vomit
- Only appropriate disinfectant to be used
- Only 70% alcohol sanitizer to be used
- Any swimming pool operated must be at maximum safe levels of chlorine or other anti-bacterial agents
- Fridges, freezers, ice machines, must be operating effectively
- All dishwashing to be done at high temperatures, where applicable



10. STANDARD PHYSICAL DISTANCING & CAPACITY CONTROLS

The space between any persons in public areas and back of house areas should be a minimum of 1.5m at all times. Exceptions are when one person is if there is a shield of Perspex between two people, but highly unlikely in a 'safari' scenario. GVPCs from the same small family/friend group who share a room or vehicle can be close to each other. The properties must maximise the use of any type of non-contact processing to reduce the need for proximity of people.

10.1 CAPACITY CONTROLS

The capacity of all public areas and vehicles must be determined and managed to ensure distancing can be achieved. Capacity limits should not be exceeded and new systems may have to be introduced to manage capacity limits.

- Restaurant areas – excessive chairs/stools/tables should be removed, discretion used for people from small family/friend groups, encourage private dinners, make sure distancing between tables is sufficient
- Queuing – mind social distancing when stopped at bathroom or national park entrance facilities – monitor and adjust as required
- Lounge/Bar areas – furniture should be spaced out and excess furniture removed as far as possible, discretion can be used for people from same small family/friend groups who are sharing room/vehicle.
- Pool & Pool areas – The number of loungers should be reduced and space at two meters between groups of two loungers, a pool capacity should be determined and monitored by property manager, no playing or intermingling permitted in pool areas
- Bedrooms – as required with discretion by small family/friend groups
- Vehicles – Maximum four passengers per shared and scheduled game package format (two front seats/two back seats used only), and as per discretion when regarding small family/friend groups.

11. FOOD SERVICE

Buffets should be DISCONTINUED and food should be plated and/or provided in portions as far as possible. Menus should be revised to reduce complexity. Self-service stations for juice, coffee, etc should be manned by staff to assist. Pre-portioned plated items delivered to tables should be the main way that guests are served.

Menus should be placed on fixed board or printed disposable menus. Otherwise menus must be sanitized after each guest use.

Waiting staff to stand at least one metre from tables with floor markings to assist, and if possible guests should sit on the far side of a table from where the waiting staff serve. Alternatively, the excess space can be used for serving tables/stations on which plated food is placed close to guests' table and the guest collects the food from that table. As much as possible should be removed from tables eg table cloths and only essential items such as salt & pepper should remain on tables.

Clearing and cleaning systems must be implemented with designated containers for different items cleared and sealable refuse containers for food waste. Clearing staff should be different to service staff where permitted. Items on waiting stations should be minimized. If room service is required by guest, the staff member delivering should then stand back two metres until the guest has retrieved the food delivery. The guest should be requested to leave the tray back outside the room after they finish.

12. KITCHEN

The two keys to safe kitchen operation are physical spacing and surface and equipment sanitizing. To facilitate spacing, staffing levels may have to be reduced. Menus should be simplified to reduce production complexities and therefore number of staff required, and menu simplification will also reduce the range of suppliers required and external interactions are minimized. Work stations should be demarcated to indicate the physical spacing required. If possible facing workstations should be eliminated or Perspex provided between facing stations. Perspex can be also used to separate side-by-side stations. Equipment must be sanitized frequently using surface sanitizers (handles, knobs, switches and static equipment) and utensils, pots and pans, and receptacles, should undergo more frequent hot washing. Kitchen equipment and guest crockery and cutlery should be washed separately; both on deep, high temperature wash cycles.

The exteriors of any packaged food item not completely used up, and of all containers of food, should be sanitized with wipes after each use (before returning to storage after opening and extracting). Ventilation should be maximized with open windows.

13. ROOMS & VEHICLES

13.1 ROOMS

Room cleaning and frequency may be reduced and linen change frequencies reduced to lower contamination risks. Longer stays of more than one night should only have room cleaning only every two to three days, and linen change only once per stay (maximum four days). The turndown service should be eliminated.

To reduce surfaces in rooms, all excess soft furnishings – cushions, throws, extra blankets etc and décor items should be removed. All other unnecessary items which can be removed, must now be removed. Guests may have those items upon request for collection – vanity kits, magazines, etc. Hand sanitizer and hand washing should be provided in sufficient supply in-rooms for guest use.

Hotel rooms require increased cleaning and sanitization both on stay-over and check-out cleans. New room cleaning standards will be required and room cleaning staff must be trained on these standards. This will also include how to handle linen and sanitizing bathrooms. Disposable gloves should be worn when cleaning bathrooms. Room cleaning staff must sanitize their hands and shoes after finishing each room and before entering the next room. Stay-over cleans concentrate on a careful sanitizing clean of all surfaces, including phones, radio call, thermos, curtains, curtain rails, trays, amenity containers, water bottles, etc and all items as per 9.2 above, where applicable. Consideration can be given to replacing glasses, cups, teaspoons, etc with disposable if available. If not, the glasses, cups, spoons etc should NOT be washed by room cleaners in bathroom. They MUST go to kitchen for hot water washing.

On check-out all furniture, all surfaces, all movable items, wall surfaces close to traffic/seating/lying areas, and all floors should be thoroughly cleaned with an effective disinfectant and bathrooms thoroughly cleaning including all wall surfaces. Consideration should be given to increasing the time between check-out and check-in to ensure housekeeping have sufficient times for thorough deep cleaning of rooms.

Efficient bathroom ventilation – opening windows is important. If windows can be opened, they should be opened during room cleaning.

Soiled linen should be removed from beds with care and folded simply, with as little shaking/dust release as possible. All linen and towels from room changes should go into ample quality laundry bags for transport to washing area for washing in hot water. All housekeeping equipment, mops, wet cloths, etc are sanitized by dipping in washing solution after each room clean. Colour coded cloths should be used for different items: bath, shower and sink, toilet, room surfaces, etc and disinfected separately. At the end of each day, cloths and mops should be sanitized in solution for 30 mins and all cloths washed in boiling water.

The virus does not live very long on surfaces particularly porous surfaces. The current WHO statement is ‘studies have shown that the COVID-19 virus can survive for up to 72hrs on plastic and stainless steel, less than 4hrs on copper and less than 24hrs on cardboard.’

If a property can rotate room use ie leave rooms idle for 1-3 days (or more), occupancy permitting, this will also assist in ensuring rooms are decontaminated for the next check-in.

13.2 VEHICLES

Surfaces in vehicle must be reduced through removing all but essential items (eg remove magazines). Water bottles provided must be unique per guest. Vehicles used frequently for short trips should undergo a surface clean between every trip – as per 9.2, wiping down with sanitized cloths. This includes levers for opening boots, bonnets, petrol tanks, etc.

All vehicles for longer trips, or at the end of a day, should go through a deeper clean. All mats and loose items must be removed and cleaned and all surfaces inside and outside well-cleaned with a suitable disinfectant. This includes inside boots, inside glove compartments and shelves, inside door compartments, all handles included folded handles eg spare wheel compartments, inside spare wheel and tool compartments if used. Oil and water dipstick handles, petrol caps, etc, must all be disinfected. Cleaners must wear gloves, and can wear disposable suits if available.

14. STAFF AREAS

Staff areas are just as important for sanitizing and physical spacing as public areas. It is important to ensure that additional staff information is recorded and kept up-to-date including relevant medical history regarding chronic or other conditions and staff must be asked to inform HR/management if these change. It will be explained that these steps are for their own protection. Other staff information such as contact details, physical address, who they live with, next of kin, etc, must be up-to-date. In order to manage staff teams, and address PPE requirements and allocation of staff to properties, company should identify working areas and rank them as high, moderate and low risk areas based on the type of job/activities and levels of contact with GVPCs and other staff.

At risk staff member ie those who are older or have co-morbidity conditions should be given special consideration. Rosters can be adjusted so older/compromised staff work in low risk areas. Changes to staff levels or exchanges should be minimized to avoid a lot of movement into and out of properties. Staff in teams should work, eat and arrive separately from GVPCs so there is no cross contamination.

A similar increase in sanitizing and surface cleaning in all staff areas is required, plus the same schedules for completion to indicate sanitizing has occurred. On arrival into each property, staff must undergo a sanitizing process including spraying or wiping shoes, clothes, bag, phone and face mask before or just after entry. Walk-off mats can also be implemented at entrances. All staff members will have their temperature checked on arrival and before departing (see section 4). Staff uniforms may be reduced in complexity and limited to simple items. For instance caps, scarves and ties can be omitted. Correct uniform change and uniform washing procedures must be followed. Staff who care for their own uniform need to be trained and assisted to sanitize uniforms correctly.

Staff kitchen and bathroom must be operated under the same hygiene, sanitizing and spacing standards as guest areas (see sections 10, 11 & 12). Similarly, the same standards will apply to service areas and only paper towels provided where available. Any staff transport vehicle must adhere to the same protocols as GVPC vehicles with respect to sanitizing, cleaning, capacity, entry and exit, driver interaction, etc.

Where outsourced workers are concerned, the records must be kept as per staff records are kept, and must ensure they follow all standard operating procedures. They must also assist in keeping the same staff at the same location and identifying at risk workers for additional attention. HR policies must be updated to reflect all the changes due to the COVID-19 operating environment.



15. OFFICE STAFF

Most of the staff procedures and PPE requirements apply to offices. As with office based staff in other industries, if people can work from home this will be encouraged as far as possible. Office staff shifts will be staggered and teams reduced to limit the number of staff in offices. Desks and chairs will be removed, spaced apart or taped off to ensure proper distancing and spacing. Unnecessary items will be removed from desks to limit surfaces and items for sanitizing.

Regular handwashing for all employees and regular sanitization of surfaces (as per section 9.2) will be implemented and no-touch refuse bins will be used for all waste. Where equipment eg PCs, laptops, desks, chairs, telephones are used, these will be dedicated to one staff member and there will be no desk-sharing. All operations ie. Consultations/bookings/enquiries, will be by telephone or online with NO walk-ins. Ventilation will be maximized via open windows. The WHO guidelines for offices being works-place ready in the COVID era will be followed.

16. STANDARD PROCEDURES FOR GVPC & STAFF DISPLAYING COVID SYMPTOMS

The operations must have to hand and available the telephone numbers of the health authorities, medical centres, general practitioners, public and private hospitals, and testing centres and services to be used.

All staff should be aware of basic procedures, but senior staff member on duty should, at all times be tasked with managing the response to a guest or staff member with a high temperature , COVID-19 symptoms, or a positive test result.

As far as possible, prompt testing for both staff and GVPCs should occur, as full knowledge of COVID-19 status assists in ensuring the correct steps are taken as soon as possible, as well as allowing COVID-19 positive staff, teams, GVPCs and GVPC groups to continue business as normal.

16.1 GVPCS – ON ARRIVAL BUT BEFORE CHECK IN/PICK-UP ETC

If a GVPC has symptoms on arrival before checking-in, before pick-up etc, they should be asked to return home where possible, and asked to contact their healthcare professional and self-isolate and monitor their symptoms. This is unless symptoms are already severe, in which case a medical professional should be consulted immediately.

In the case where they are not in their own vehicle they should be assisted to organize an appropriate safe transport home where possible. Any vehicle used to transport them should be deep cleaned afterwards. If they cannot fly for any reason (ie/ they are not in their home town) return home, then they must be moved to a designated COVID-19 holding room/sick bay or a designated COVID-19 room.

In the case of the property, they can be checked-in. In the case of transport, restaurant, if they are already checked-in at the property in the area, they should, with consultation with the property, be returned to that facility or isolation and monitoring. Any vehicle used to transport them should be deep cleaned afterwards.

If they are due to check-in that evening, the property concerned must be contacted and asked if they have self-isolation room which the GVPC can check-in to. If not, they should be assisted to move into an identified self-isolation accommodation.

MONITORING OF GVPC WITH SYMPTOMS

Where possible GVPCs with symptoms should stay in a room that has further reduction of soft furnishings and reduced movables/surfaces and be served by designated, low-risk staff only with additional PPE eg gloves (discarded after each contact) used. The GVPC will be required to isolate, ie. Not participate in activities, take meals in room, etc. Temperatures should be recorded three times a day. If symptoms are severe, worsen or persist more than one day, a medical professional should be consulted.

Based on the medical professional’s recommendation the GVPCs should be either:

- Referred for a COVID-19 test
- Examined (in room or using safe transport to a GP) by a GP
- Recommended to continue self-isolating – with or without medication
- Referred directly to a hospital or clinic for admission

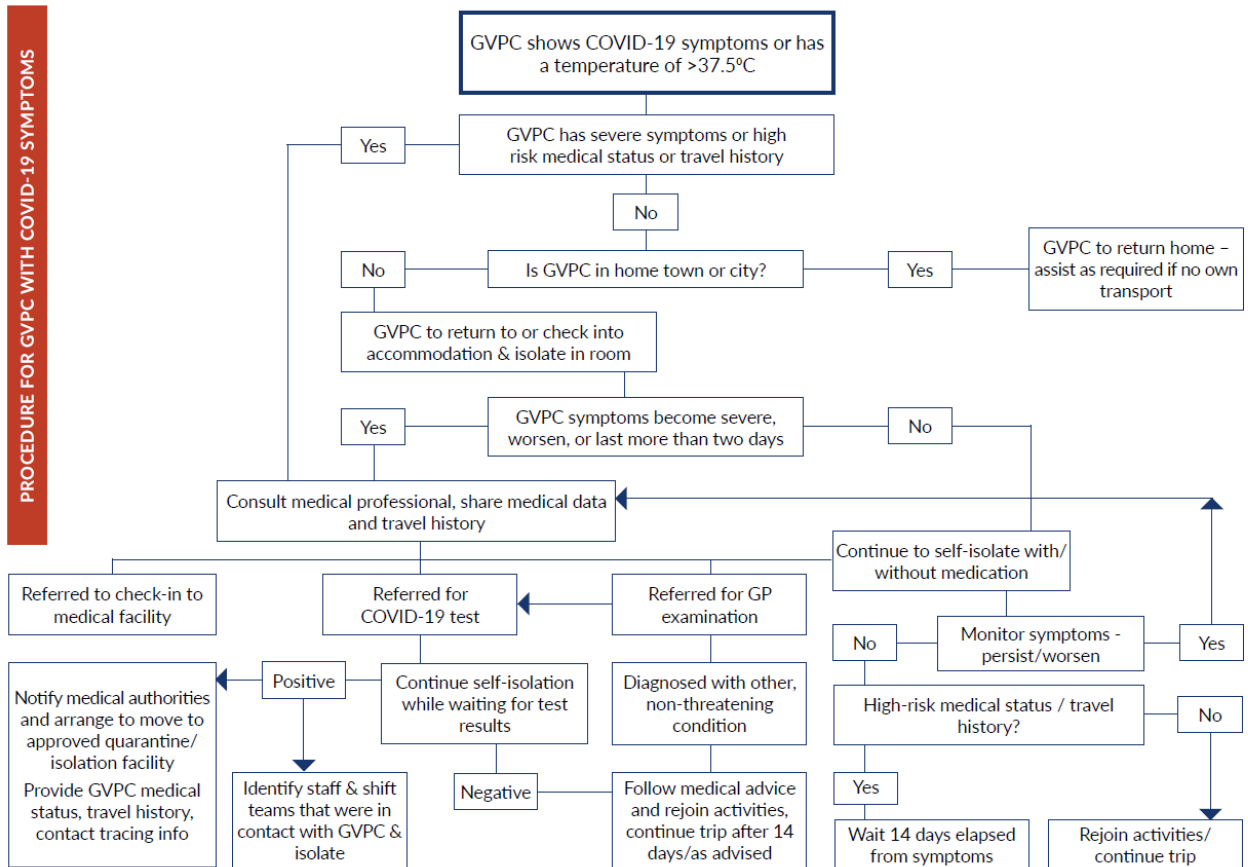
The flow diagram below, depicts the above and the steps to be taken thereafter. Guests in isolation should preferably be in designated room, single occupancy and no shared bathrooms.

Rooms and vehicles used for transfer of, or accommodating of, suspected or confirmed COVID-19 cases and areas known to have been utilized by the GVPC concerned, should undergo a decontamination deep clean. Where confirmed cases are concerned, an outside service provider can be used to ensure effective decontamination.

The company may be informed through tracing services that a GVPC who previously visited, stay at or transported has tested positive, in which case the same decontamination cleaning processes must be adhered to for rooms, vehicles and areas that the GVPC used.

A room or vehicle can also be left unutilized (out of order) for five to seven days before cleaning, to allow any traces of the viruses on surfaces to die, and then non-professional services can conduct cleaning. Vehicle can also be parked in the sun, as heat is understood to hasten the demise of the virus. COVID-19 designated parking areas and cleaning bays should be used for vehicles with possible contamination.

When caring, serving or cleaning for or after a suspected or confirmed case of COVID-19, disposable waste bags, boxes or containers must be used for waste and all soiled/dirty items including the use of PPE, which is going for cleaning/disposal. Where a GVPC who has been travelling on a trip in a vehicle or staying in a property, tests positive, the staff who have interacted with the GVPC or cleaned the relevant room or vehicle and the rest of any travel group they are travelling with, must go into 14-day self-isolation at home or in another property.



16.2 STAFF

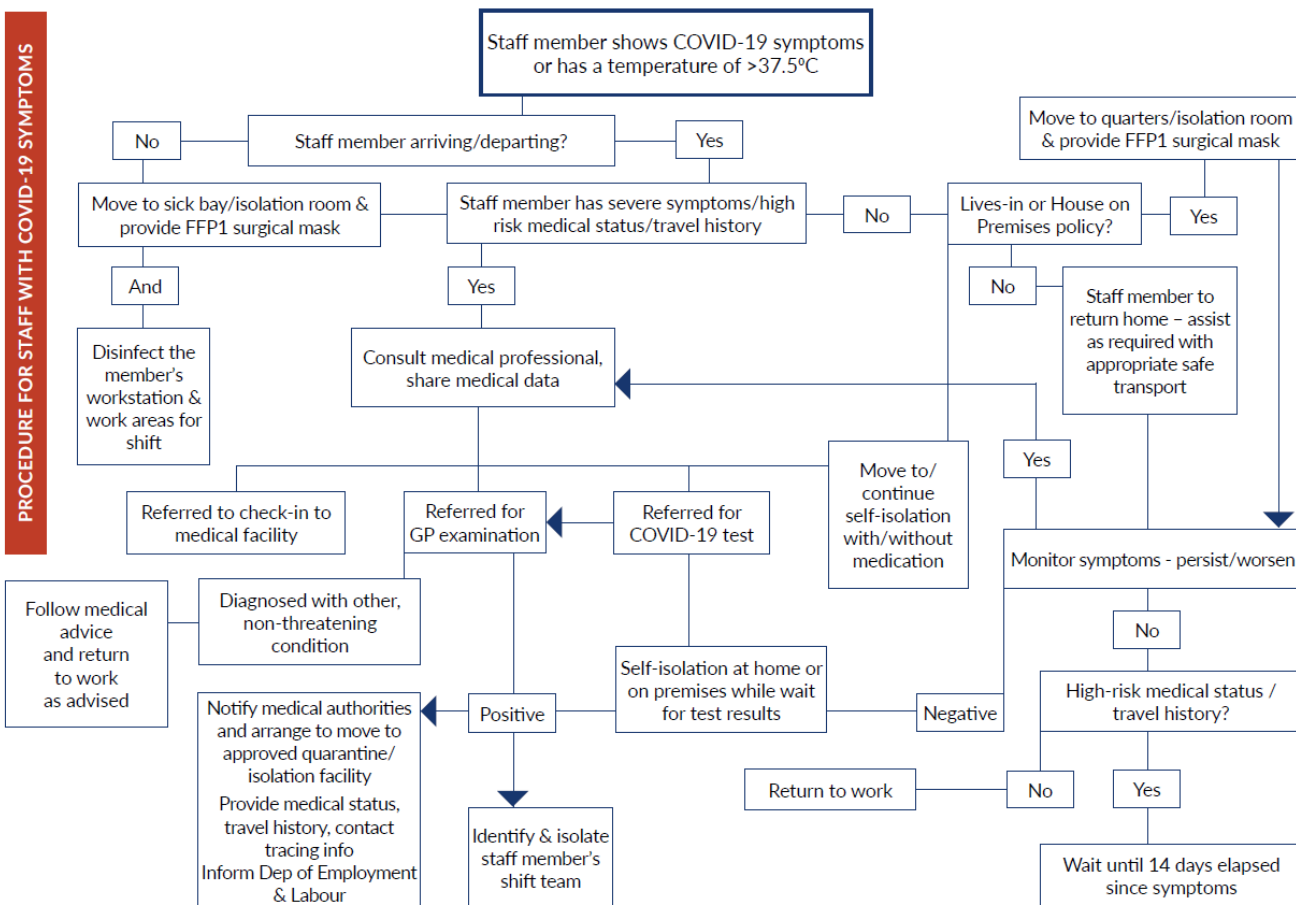
If feasible, when a property re-opens, all staff should be tested for COVID-19 and for COVID-19 antibodies before returning to work. Any staff members who test positive cannot return to work until they have isolated for 10 days (as per the procedure for staff who are positive – see flowchart below). If staff have antibodies this should be noted on their file and they can be considered lower risk, and possibly assigned to care for potential COVID-19 cases when these present.

Any staff member with a temperature or showing COVID-19 symptoms must not work and must be asked to self-isolate. Where practical, staff should self-isolate at home, where regular check-ins on progress and status from HR/COVID-19 senior person from the company. Company may go on supporting suspected COVID-19 staff with accommodation provision in their own room or isolation accommodation sourced for this purpose.

The senior manager on duty responsible for COVID-19 health and safety must be involved in the decision and process to deal with any staff member showing symptoms at any stage. If they show symptoms before duty they should not start and should preferably not enter any property. Staff members with symptoms should be monitored as per the flow diagram below. The company should assist and advise the staff member when to seek medical support. Testing should be done wherever possible to confirm status.

Where a staff member is confirmed positive to have COVID-19, all staff on that member's team must self-isolate for 14 days. In the event that testing becomes widely and easily available all such staff members should be tested. COVID-19 free staff, or staff who have isolated for 14 days can return to work. In addition, the MofH and OSHA must be informed. The company must investigate the compliance with protocols related to the employees' work role and place, and identify whether there were failings or gaps that need to be addressed.

PROCEDURE FOR STAFF WITH COVID-19 SYMPTOMS



17. SPECIAL AREAS

17.1 GOODS RECEIVING / LOADING BAYS

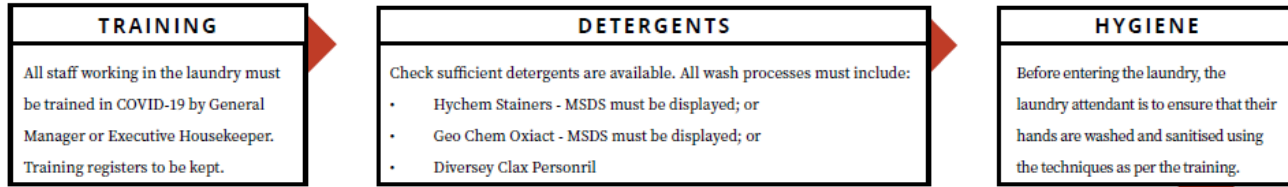
- Delivery people on the property should be kept to a minimum. Less suppliers, villagers, ranger, supplier deliveries, and drivers and less off-loading staff entering the property
- Off-loading team should be members of own staff to handle all deliveries
- Staff members manning the loading and off-loading should wear shoe protection/gum boots and wash hands frequently between each delivery or upload.
- All goods must be fully sanitized at a station at the loading area before entering the stores, kitchen or fridges
- The entire area, and all its surfaces should be sanitized at regular intervals

17.2 LAUNDRY AREA

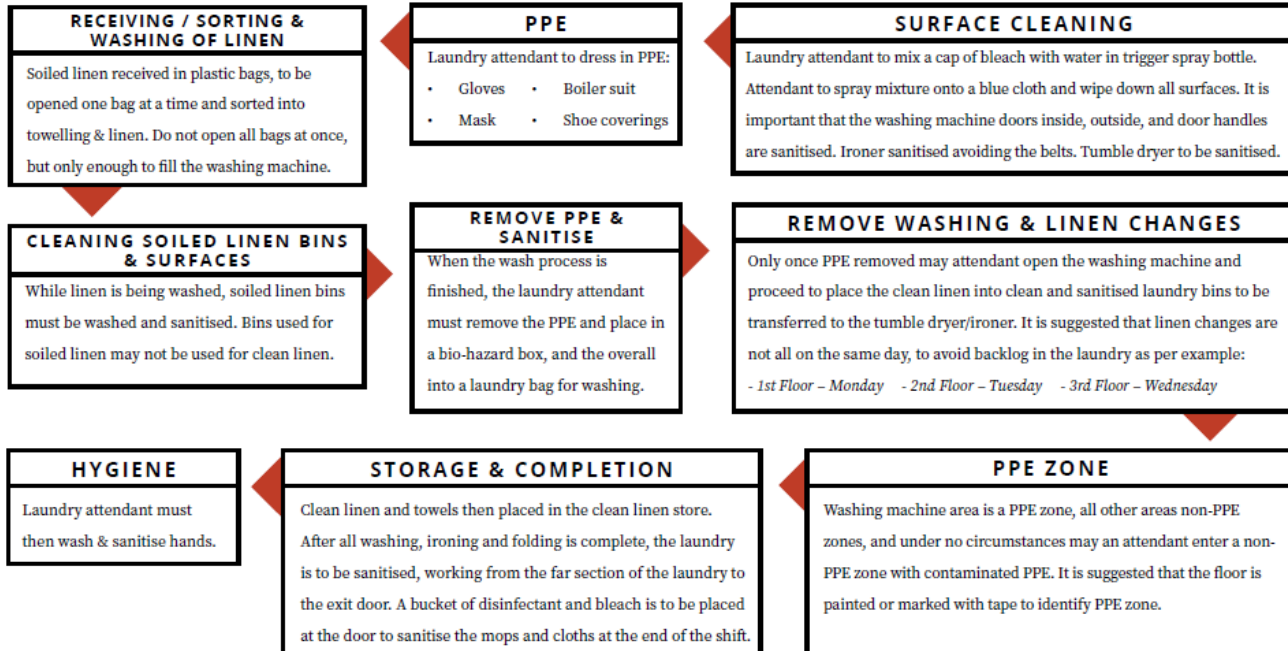
- All staff working in housekeeping must be trained on COVID-19, using the flowchart for the property – see below. Before entering the area, any housekeeper must ensure that their hands are washed properly and then sanitized
- Housekeeping must use PPE provided
 - ✓ Gloves
 - ✓ Mask
- Before any equipment is used, or on opening the laundry area, a housekeeper must sanitize and wipe down the surfaces and equipment.
- The soiled linen must be washed with soap and water then sanitized with boiling water
- The soiled linen from the rooms should be sorted into towelling and linen, do not mix for washing
- The soiled linen is washed with disinfectant soap and hot water. There are to be no shortcuts and the housekeeper must be made aware to use the correct products
- Area used for soiled linen must NOT be used for clean linen and towels
- When the washing process is finished, the housekeeper must remove PPE and place the gloves/mask for disposal. A new mask should be worn to go onto store or back to room areas.
- Only once all potentially contaminated PPE is removed and hands washed, the housekeeper can proceed to place the clean linen area as required
- It is suggested that linen changes are NOT all done on the same day to avoid a backlog in the washing area
- NO other property staff are to loiter in the washing area when washing process is under way
- After all washing/ironing/folding is complete, the laundry area and equipment is to be cleaned with bucket of disinfectant and bleach – this can then be used to sanitize the mop/cloths from cleaning at the end of the day



BEFORE ENTERING THE LAUNDRY



ENTERING THE LAUNDRY



17.3 CONFERENCES & FUNCTIONS

Not applicable at properties

17.4 GYMS, SPAS, SHOPS & KIDS PLAY AREAS

Not applicable at properties

17.5 VEHICLES & OPEN VEHICLES

Game Drive Vehicles

Equipment and procedures specific to game drive vehicles includes:

- ✓ Roll bars and handles – to be wiped are each trip or each meal/drink stop on a trip
- ✓ Binoculars – not to be shared and to be wiped frequently by guests and guides
- ✓ Portable food and drink containers – to be cleaned with surface disinfection after each use, and thoroughly at the end of trips
- ✓ Change to disposable poncho or guests to be allocated their own poncho for duration of stay and clean after each use

All vehicle (Section 12) and food service protocols eg. separate portions/snack packs, disposable cups, utensils (Section 11), as well as distancing and sanitizing and surface cleaning apply

Vehicles – Other Considerations

Sanitizer must be provided inside and passengers (and guides/drivers/staff) must be asked to sanitize hands at a regular intervals. All vehicles should have clear entry and exit procedures, with GVPCs entering one at a time, asked not to touch seat backs, take up seats one at a time, etc.

The vehicle industry may set up or utilise certified 'Central COVID-19 Sanitization Centres' for vehicles which will offer third party deep decontamination for vehicles.

17.6 ATTRACTIONS

All additional stops or attractions utilized must follow all COVID-19 protocols as required

17.7 ACTIVITIES

Activities vary greatly in their level of risk. For instance cycling or hiking in small groups could be safely carried out through following the protocols, but ziplining or ballooning and other activities where people have to be personally safety checked for say harness are more difficult to practice safely. A review of activities will be carried out later to establish categories and requirements per category, but for the current situation activities should not take place.

