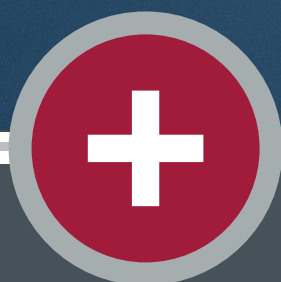




» *Save Lives. Protect Reputations. Add Value.*



THE NEW "NORMAL"

COVID-19 "SAFE-T" GUIDELINES

SAFARI AND ADVENTURE FOCUSED EMERGENCY TEAM

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ICON KEY:



AFRICA SAFE-T
SERVICES



CRITICALLY
IMPORTANT



USEFUL
INFORMATION



RECOMMENDATIONS



TOURISM INSURANCE
COMPLIANT SEAL

SECTION 1: INTRODUCTION

The COVID-19 pandemic has had a far reaching and devastating impact on the tourism industry. We are now entering a period of recovery, and a 'new normal' in the era of COVID-19. The tourism industry has demonstrated resilience, and is bound to emerge at a level that far exceeds the pre COVID-19 era.

Operating protocols in many industries have changed since the arrival of COVID-19 in early 2020. We all need to ensure that we are adequately prepared to safely return staff to their workplace and, in your specific circumstance as a lodge/hotel/safari tourism operator, accommodate and cater for clients and guests as we move through the different phases of the lockdown, and travel restrictions are slowly lifted.

Numerous detailed and comprehensive occupational health and safety guidelines have been released by industry leaders. The Tourism Business Council of South Africa (TBCSA) has compiled an official set of protocols for the South African industry, which are based on the directives issued by South Africa's Minister of Tourism, and have been approved by a team of epidemiologists and other medical experts.



HOW DO AFRICA SAFE-T'S GUIDELINES DIFFER?

“ We have extensively reviewed the recommendations of the World Health Organisation, and our guidelines are therefore based on both local and international standards to meet the unique needs of your operations within the lodge industry. In certain circumstances, our recommendations may exceed those prescribed for the South African context alone in order to meet international standards. ”

Research on the new novel coronavirus is being conducted continuously. Recommendations may therefore change based on the outcome of research within this dynamic landscape. We pledge to keep our eye on the horizon and to keep our clients informed with regards to the latest relevant updates. Clients are advised to take note of any new recommendations that we release, which will be communicated via our website, and directly via email.



As a 24/7 on-site medical provider and partner focused on the safari and tourism industry, Africa SAFE-T can assure you of rapid medical response and remote telemedical consultation to achieve the best outcomes in your specific environment during this difficult time of recovery and renewed purpose.



We will assist you every step of the way regarding your COVID-19 concerns and questions.

Preparation and implementation of COVID-19 precautions is essential to ensure the safety of your staff and patrons during this COVID-19 era.

It is our responsibility as an experienced safari and adventure-focused medical partner & service provider to brief you on how to prepare for the return of guests; how to manage operations during the COVID-19 era; **and how to manage suspected cases of COVID-19 that might occur on your property.** Following these comprehensive guidelines will also give your guests peace of mind that they are in safe hands.

Africa SAFE-T has developed these guidelines to assist lodges with the practical preparation and implementation of TBCSA's protocols. Our guidelines also recommend additional COVID-19 precautions to ensure complete safety of your staff and guests, which should be prioritised at all costs.

While the TBCSA has stated that their protocols will be revised to facilitate increased capacity and recovery of the tourism industry and should only remain in force for as long as the declaration of a national disaster, some of these protocols will be useful for continued implementation especially during times of the annual influenza pandemic. It is safe to say that COVID-19 will be with us for a while, so it is wise that we adapt to live with the virus for the foreseeable future.



The TBCSA protocols guide tourism businesses to operate in a safe environment. Aligned to the latest regulations and directions, and benchmarked against international best practice, these protocols have been approved by epidemiologists and other medical experts. Based on the comprehensive nature and strength of these protocols, the World Travel and Tourism Council's (WTTC) Global Safety Stamp of Approval was issued to South Africa as a safe destination, and the TBCSA was given issuing rights to the WTTC Safe Travels stamp in South Africa.

The Travel Safe - Eat Safe certification programme is currently being offered free of charge, and is available for South African businesses who have adopted the protocols. We recommend that you register on the TBCSA website and then login to the mobile app to accept the TBCSA pledge and receive your certificate in order for you to advertise and include the WTTC Safe Travels stamp on your website, stationery and email signatures. You will also be able to submit your certificate to partners and clients.



COMPLIANT WITH COVID-19 INDUSTRY PROTOCOLS



AFRICA SAFE-T'S COVID-19 SUPPORTIVE SERVICES:

- Assisting our clients with **on-site COVID-19 training workshops** to ensure staff operate safely, observing prescribed protocols. These workshops are conducted in English.
- On-site protocol verification and PPE Inspections for the purposes of receiving our COVID-19 **Protocol Compliance Certificate**.
- After having conducted extensive research on appropriate and sustainable PPE procurement chains, we have compiled a comprehensive **PPE pricelist of essential items**.

We have developed training videos in English, Afrikaans, Zulu, Xhosa, Sesotho, Tswana and Tsonga for continued learning and reinforcement.



» TBCSA PLEDGE OF ACCEPTANCE

Refer TBCSA COVID-19 Protocols Pledge (Refer Appendix 01)



The acceptance of the TBCSA pledge covers the following elements;

- Implementation of the protocols (acceptance of the pledge)
- SOPs developed
- Training of staff
- PPE in use
- Screening of guests, staff and suppliers
- Quarantine/isolation facility (a dedicated isolation room has been made available on each business premises)

Through the Africa SAFE-T guidelines, we will advise on the best way to achieve and implement these protocols.

» DESIGNATED COVID-19 OFFICERS & THEIR RESPONSIBILITIES

The directive by The Minister of Employment and Labour (in Terms of Regulation 10 (8) of the Regulations Issued by The Minister of Cooperative Governance and Traditional Affairs in Terms of Section 27 (2) Of the Disaster Management Act, 2002 (Act No. 57 Of 2002) Clause 16(5)) requires the appointment of a COVID-19 Officer who;

- Is familiar with the COVID-19 legislative requirements applicable to our industry.
- Is able to draft policies which address those requirements for your specific organization.
- Should have the required authority to implement and monitor these regulations.

We have provided a template appointment letter and acceptance form (Refer Appendix 02).



It is essential to formalise the appointment, and to include the relevant documentation in the employee's personnel file.

In a small business the owner or manager will take on the role of COVID-19 Officer, while in medium-sized businesses it will be an additional formal role taken on by a manager. Large businesses should consider appointing a dedicated Officer.

In medium- and large sized businesses, we recommend appointing the Heads of Department to be COVID-19 team leaders. These team leaders will report to the COVID-19 Officer (collectively comprising the COVID-19 Committee) on the 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 Department of Labour COVID-19 Occupational Health and Safety Measures in Workplaces if more than 10 people are employed.

Develop, maintain and implement:

- Standard hygiene and sanitising procedures (including schedules/logbooks as needed) per area/facility/vehicle
- Special area cleaning procedures such as laundry, gym, kitchen, communal bathrooms
- Capacity limits and controls
- Physical distancing plans (eg. on game drive vehicles, dining areas and communal lounging areas)
- Guest procedures
- Staff procedures
- PPE standards for staff
- PPE standards for guests
- Procedures for staff with symptoms, and/or suspected COVID-19
- Procedures for guests with symptoms, and/or suspected COVID-19
- Monitoring the implementation of the protocols and the effectiveness of the measures undertaken
- Monitoring compliance with correct PPE usage
- Maintain staff, guest and visitor COVID-19 specific health and related records, ensuring they are kept for six weeks after the termination of the State of Disaster
- Maintain and check logs of cleaning activities
- Maintain and manage stock and use of PPE
- Oversight of all staff and guest training and information provision
- Monitoring compliance with the Department of Labour COVID-19 Occupational Health and Safety Measures in Workplaces

» STAFF AND GUEST AWARENESS

The best strategy towards preventing the transmission of COVID-19 is awareness. It is imperative that staff and guests are informed of the risks and how to break the chain of transmission. Breaking the chain of transmission is essential to stopping the virus.

Informative posters serve to emphasize key messages among guests and staff. Signs encouraging social distancing, washing hands and other precautions **MUST** be posted at prominent positions around for all to see, and to be constantly reminded of the recommendations.

Staff should be able to inform guests who inquire about the establishment's policy in terms of preventive measures, and the services that guests may require in the event of an incident. Staff should also be able to advise a guest with respiratory symptoms to stay in their rooms, and to manage and escort a guest to their room if needed. The COVID-19 Officer should immediately be informed of any guest presenting with respiratory symptoms, and should contact your medical service provider.



Africa SAFE-T clients must contact our 24-hour Incident Management Centre.



SECTION 2: COVID-19 BACKGROUND

UNDERSTANDING THE VIRUS & WHERE IT CAME FROM

It is important to have a clear understanding of the nature of the virus and how it spreads. This knowledge will help you to understand why certain measures are recommended.

On 31 December 2019, the World Health Organization (WHO) reported a cluster of pneumonia cases in Wuhan, Hubei province, China. One week later the novel coronavirus (Severe Acute Respiratory Syndrome Coronavirus 2 : SARS-CoV-2) was identified as the cause. It is thought to have originated in bats, but the species that mediated transmission to humans remains unknown.

The resulting respiratory infection was named COVID-19 on 11 February 2020. The mean incubation period for COVID-19 is estimated to be 4-5 days. Transmission from asymptomatic patients is possible, but the extent of this is unknown.

The clinical spectrum of COVID-19 ranges from an asymptomatic or mild flu-like illness in 80% of cases; to severe illness requiring hospitalisation in 15% of cases; and a critical pneumonia requiring intensive care in 5% of cases.

Most cases of COVID-19 make a full recovery.

Respiratory infections can be transmitted through droplets of different sizes. According to current evidence, the COVID-19 virus is primarily transmitted between people through respiratory droplets and contact routes.

- **The most probable manner for someone to contract the virus is by breathing in droplets when an infected person close to them sneezes (within 1 meter), coughs or exhales.**
- **A person can however also contract the virus via the hand-to-face route: touching a surface on which the live virus is present, then touching their mouth, nose or eyes.**

It is important to note that the virus can survive on different surfaces for various lengths of times depending on the type of material *(Refer page 11 for further information)*.



SIGNS & SYMPTOMS OF COVID-19

ACCORDING TO THE WORLD HEALTH ORGANISATION (WHO)
THE MAIN SYMPTOMS OF THE CORONAVIRUS USUALLY INCLUDE:



DRY COUGH



**TEMPERATURE
OF 38°C OR HIGHER**



TIREDNESS



**SHORTNESS
OF BREATH**

Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhea. These symptoms are usually mild and begin gradually.
Some people become infected but do not develop any symptoms.



COVID-19 COMPARED TO OTHER COMMON CONDITIONS

SYMPTOM	COVID-19	COMMON COLD	FLU	ALLERGIES
Fever	Common	Rare	Common	Sometimes
Dry Cough	Common	Mild	Common	Sometimes
Shortness of Breath	Common	No	No	Common
Headaches	Sometimes	Rare	Common	Sometimes
Aches & Pains	Sometimes	Common	Common	No
Sore Throat	Sometimes	Common	Common	No
Fatigue	Sometimes	Sometimes	Common	Sometimes
Diarrhea	Rare	No	Sometimes	No
Runny Nose	Rare	Common	Sometimes	Common
Sneezing	No	Common	No	Common
Loss of Taste and Smell	Common	Sometimes	Sometimes	No



Our medical team consists of doctors, nurses and paramedics who are familiar and up to date with the current research available on COVID-19. It is therefore advisable to always consult with our team when evaluating symptoms.

» PREVENTING THE TRANSMISSION OF COVID-19

The best strategy to prevent the transmission of COVID-19 is awareness. It is imperative that staff are aware of the risks and how to break the chain of transmission. Breaking the chain of transmission is essential to stopping the virus.

Below are the five key preventative strategies;

1. Wearing a **CLOTH FACE MASK** in public or in the workplace
2. Frequent **HAND HYGIENE** (washing and sanitizing)
3. Practicing **RESPIRATORY ETIQUETTE** (such as sneezing into a bent elbow)
4. **PHYSICAL DISTANCING** from other people by at least 1,5 meters (ideally 2 meters)
5. Environmental **CLEANSING AND DISINFECTION**



**WASH HANDS
THOROUGHLY**



**USE SOAP
OR SANITIZER**



**KEEP SAFE DISTANCE
FROM OTHERS**



**USE A FACE MASK
OR RESPIRATOR**



COVID-19

Coronavirus Disease 2019

BE AWARE.

COVID-19 is a new respiratory illness that was first discovered in Wuhan, China. It is transmitted from person to person.



*Symptoms may appear 1 to 12 days following exposure to the virus



Who is most at risk of becoming seriously ill?

- People over age 60
- People with pre-existing conditions such as diabetes and heart disease



How is it transmitted?

- Through close contact with an infected person
- By an infected person coughing or sneezing
- By touching contaminated objects or surfaces and then touching your mouth, nose or eyes



Currently there is no vaccine or specific treatment. We can only treat the symptoms. Serious cases may require oxygen and ventilatory support.

PREPARE.



Make sure you get your information from a reliable source.



Wash your hands regularly with soap and water or use an alcohol-based gel.



Cover your mouth with the inside of your elbow when you cough or sneeze or use a tissue and dispose of used tissue immediately and wash your hands.

ACT.



Avoid close contact with people who have flu-like symptoms.



Avoid touching your eyes, nose or mouth with unwashed hands.



Avoid sharing cups, plates or other personal items and disinfect all surfaces that are touched frequently.

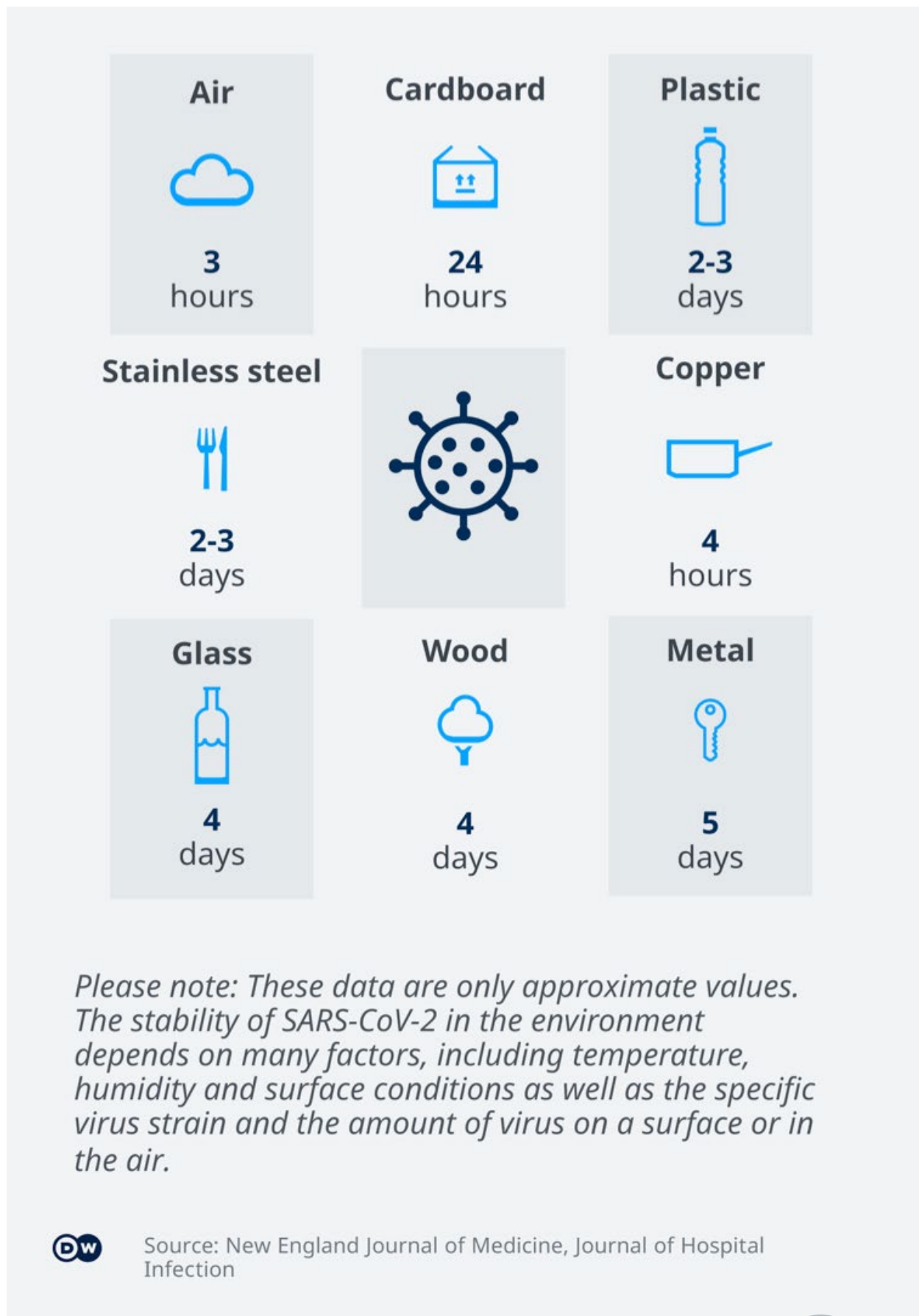


If you have traveled to areas where COVID-19 is circulating or have been in contact with someone who has it and you experience fever, cough or difficulty breathing, seek medical attention immediately. Do not self-medicate.





HOW LONG DOES THE VIRUS SURVIVE ON SURFACES?



SECTION 3: PROPERTY ACCESS AND GUEST AND STAFF MONITORING



A dedicated entrance/exit point into and out of the property is highly recommended to ensure adequate control over environmental contamination risk. This point will allow for screening and decontamination of all people, parcels and other objects entering and leaving the property. Furthermore, it will allow for the adequate (and required) record keeping of all contacts arriving and leaving the property.

The entry/exit area/s will require the following:

- > An attendant
- > A smooth surface, table and chair
- > Contactless (infrared) thermometer
- > Hand sanitizer (with at least 70% alcohol)
- > Non-toxic disinfectant spray
- > Disposable paper towel or cloth
- > Pen

SCREENING INDIVIDUAL ENTRY & DAILY SCREENING LOG SHEET

and **GENERAL ENTRY SCREENING LOG SHEET** (Refer Appendix 03 and Appendix 04 respectively)



IMPORTANT NOTES:

- All individuals on the property must **WEAR A CLOTH FACE MASK** except when they are eating, drinking or in their accommodation unit.
- All individuals on the property **MUST be SCREENED FOR COVID-19** when **ARRIVING** and **DAILY** if remaining on property.
- **SHOES SHOULD BE SANITISED** before being allowed on property.
- All **PARCELS BEING DELIVERED SHOULD BE SANITISED** before being received on property.
- All individuals should **PERFORM SUPERVISED HAND HYGIENE** before being allowed on property.
- All staff that are unable to maintain a physical 1,5 meter distance from guests or fellow staff on the property must **WEAR A FACE VISOR** during those times of close proximity.

» MONITORING STAFF AND GUESTS WHO ARE POSSIBLY ILL

While observing regulations in relation to the protection of personal data and the right to privacy, it is advisable for all staff to monitor potentially ill people. Staff should note all incidents that come to their knowledge, such as requests for medical attention or discussions about symptoms or feeling unwell. This information should be shared with the COVID-19 Officer, and will aid in facilitating early detection and rapid management of suspected cases.

Staff must treat all medical information with discretion, leaving it up to the COVID-19 Officer, management and your medical partner to evaluate the situation and make appropriate decisions, together with the guest or staff member involved. The information **MUST NOT** be shared with anyone else.



Africa SAFE-T clients should always consult with the Africa SAFE-T Incident Management Centre for any medical incident to avoid mistakes and to manage your liability. The medical team and DOCTORS are available 24/7 to assist you.



SECTION 4: MEDICAL DECLARATION: MEDICAL, TRAVEL STATUS & ACCESS

All guests are required to complete a Medical and Travel declaration when accessing your lodge. Guests should complete this form at least 24 hours before arrival at the lodge to allow for pre-screening and flagging of those who are potentially ill.

Africa SAFE-T recommends that the declaration is sent to the client and completed before arrival at the property to facilitate a contactless operation.

Guests should complete this form at least 24 hours before arrival at the lodge to allow for pre-screening and flagging of those who are potentially ill.



CURRENT CONTACT INFORMATION FOR THE GUEST MUST BE CONFIRMED WHEN DEPARTING THE LODGE.





>> THE MEDICAL AND TRAVEL DECLARATION SHOULD INCLUDE:

GUEST INFORMATION

- > Guest name & surname
- > Nationality
- > ID/ passport number
- > Email address
- > Contact number
- > Travel insurance or medical aid Information
- > Contact details of next of kin (not travelling with you)

MEDICAL INFORMATION

- > General health (any unusual symptoms in past 30 days)
- > Physical impairment
- > Smoker status and fitness level
- > Chronic medical conditions such as Diabetes, Hypertension, COPD, Cancer, Cardiovascular, Lung disease, Obesity, Smoking
- > Contact details of treating physician for chronic conditions

ITINERARY

- > Current travel history for past 14 days and onward travelling plans for the 14 days post departure
- > Contact details of travelling companions

Clause that allows the release of travel and health information to health authorities in a suspected COVID case

I, _____, hereby consent to and authorise the use and disclosure of the above information including any and all subsequent COVID-19 screening data if I am suspected or confirmed to have COVID-19 and/ or I am suspected or confirmed to have been exposed to a COVID-19 case. This information will be disclosed to and used by public health authorities and medical service providers. This authorization will be valid for 24 months from the date signed.

DECLARATION THAT COVID-19 BRIEFING TOOK PLACE

I, _____, hereby confirm that I have received specific information relating to the facility's specific COVID-19 policies and procedures which relate to myself as a guest. I confirm that I understand what is expected of myself as a guest, and agree to practice the required precautions for the safety of myself, the facility employees and fellow guests, and to ask any questions if I am not certain regarding certain points.





THE MEDICAL AND TRAVEL DECLARATION MUST BE SIGNED ON ARRIVAL BY THE GUEST.

The following process should be followed:

1. Sanitise hands and pen in the presence of the guest before use
2. Hand the pen to the guest on a small tray
3. Sanitise pen and hands in the presence of the guest after use



CURRENT CONTACT INFORMATION FOR THE GUEST MUST BE CONFIRMED WHEN DEPARTING THE LODGE.



EASY-TO-FOLLOW GUEST INFORMATION

Guests should receive information regarding your COVID-19 protocols prior to arrival. This will prepare the guest to understand what will be expected of them during their stay. The information booklet/pamphlet should include the following details:

- Arrival, check-in and cashier procedures
- Screening policy
- Hygiene practices, such as required hand washing and respiratory etiquette practices
- Social distancing of 1,5 meters between different groups and staff. Non-contact such as hugging or handshaking with staff or unconnected guests
- Use of masks while at the lodge
- Cleaning and sanitisation process of guests' rooms
- Dining experience (such as a dedicated table for duration of stay, and that waiters will be wearing PPE)
- Gym and spa experience (such as booking schedule, that spa therapists will be wearing PPE, and the use of masks)
- Safari/game drive experience (such as dedicated vehicle and ranger for duration of stay, that staff will be wearing PPE, the use of masks, drinks and snack stops, dedicated poncho/blankets)
- Brief explanation of the procedure that will be followed if someone has a high temperature or COVID-19 symptoms



Access to on-site medical services for Africa SAFE-T Clients, or specify the nearest medical and testing facilities if not contracted to Africa SAFE-T.



GUEST COVID-19 LIABILITY WAIVER

It is essential for each lodge to implement and have guests sign a COVID-19 liability waiver to indemnify the organisation from any legal responsibility if their guests contract the coronavirus while at the lodge.

Refer to GUEST COVID-19 LIABILITY WAIVER (Refer to Appendix 05).



» GUEST PERSONAL PROTECTIVE EQUIPMENT

Guests are required to wear masks **except** when:

- In their guest bedroom
- While eating or drinking
- When sitting together in a related small group, in well-spaced and ventilated areas (2 meters or more apart)

Guests are required to have/wear of a face mask when at the lodge. Acceptable masks are the following:

1. **THREE LAYERED CLOTH MASK**
2. **SURGICAL FFP1 MASK**
3. **N95/FFP2 RESPIRATOR**

It is expected that most guests will have their own cloth masks.



A SPARE SUPPLY OF SURGICAL OR CLOTH MASKS SHOULD BE AVAILABLE FOR GUESTS IF THEY DO NOT HAVE THEIR OWN MASK.



Africa SAFE-T has a range of masks that are available which can be branded for your lodge.

Africa SAFE-T is able to assist our clients with the procurement and supply of legally compliant bio-hazard containers from our partnered medical waste service provider. When these containers are collected and disposed of according to regulation by our team, an official bio-hazard waste disposal certificate is issued by our partnered service provider for record purposes.



The lodge requires an adequate quantity of biohazard containers for disposable masks and gloves that may be used.



Cloth mask washable laundry bags should be supplied to guests so that used cloth face masks can be placed into the bag by the guest, and the entire bag then placed into the washing.

» GUEST ARRIVAL AND SCREENING



'A temperature and symptoms' questionnaire for all guests will be completed on arrival, and daily if they stay on site for multiple days.

Subsequent screenings must be performed and recorded daily. Screenings should be done before the morning game drive. DND guests should be checked when first arriving in the communal/public area.

It is recommended to additionally screen guests whenever they arrive for their organised activity (such as game drive or a spa treatment).

These screenings must be recorded, and the records must be kept on file until 6 weeks after the termination of the national State of Disaster.

All temperatures must be taken with a noncontact thermometer.



Any temperature outside of the normal range (above 38°C) or symptoms question answered as “yes” requires that action is taken. The guest must be requested to return to their room/suite and should not touch any objects or doors en-route to the room (an escort may be needed to open doors and clear the path for the suspected case). The guest should be provided with an N95/FFP2 mask to wear. Hand washing should occur before removing the cloth mask, and again before and after putting on the N95/FFP2 Mask.

Refer to **SCREENING_INDIVIDUAL ENTRY & DAILY SCREENING LOG SHEET (Refer to Appendix 03).**



» SIGNAGE

LOCATIONS FOR SIGNAGE/POSTERS:

Signs encouraging social distancing, hand washing and other precautions MUST be posted at prominent positions around the property for staff and patrons to see and to be constantly reminded of the guidelines. Africa SAFE-T has produced various ready-to-print poster templates, which can be branded individually for clients.

SOCIAL DISTANCING	MASK WEARING	HAND WASHING & SANITISING
➤ Entrance to lodge	➤ Entrance to lodge	➤ Entrance to lodge
➤ Reception	➤ Reception	➤ Reception
➤ Lounge/public area entrances	➤ Lounge	➤ Basins
➤ Dining room	➤ Bar	➤ Hand sanitiser stations
➤ Bar	➤ Boma	
➤ Boma	➤ Exit point of guest suites	
➤ Pool		



SECTION 5: STAFF MEDICAL AND TRAVEL DECLARATION

All staff should complete a Medical and Travel declaration when returning to work.

Africa SAFE-T recommends that the declaration is sent to the staff member and completed prior arrival at the property to facilitate contactless operation. Staff should complete the form at least 24 hours before returning to the lodge to allow for pre-screening and flagging of potential COVID-19 cases.

» WHO SHOULD NOT RETURN TO WORK



Staff that are ill should not be permitted to return to the lodge, and should remain at home.



Staff that have tested positive for COVID-19 but did NOT have any symptoms MUST NOT be allowed to return to work until 10 days have passed since the positive test result.



If the staff member tested positive WITH symptoms of COVID-19, they must not return to work for a minimum of 13 days. If these symptoms persist beyond 10 days from onset, a longer isolation period is required. A period of 3 days WITHOUT any symptoms must be observed before the staff member may return to work.



Our medical team consists of doctors, nurses and paramedics who are familiar and up to date with the current research available on COVID-19. It is therefore advisable to always consult with them when considering symptoms.





THE MEDICAL AND TRAVEL DECLARATION SHOULD INCLUDE:

STAFF INFORMATION

- > Staff name & surname
- > Nationality
- > ID/ passport number
- > Email address
- > Contact number
- > Medical Aid Information
- > Contact details of their next of kin

MEDICAL INFORMATION

- > General health (any unusual symptoms in past 30 days)
- > Physical impairment
- > Smoker status and fitness level
- > Chronic medical conditions such as Diabetes, Hypertension, COPD, Cancer, Cardiovascular, Lung disease, Obesity, Smoking
- > Contact details of treating physician for chronic conditions

TRAVEL HISTORY

- > Travel history over the past 14 days

Clause that allows the release of travel and health information to health authorities in a suspected COVID case

I, _____, hereby consent to and authorise the use and disclosure of the above information including any and all subsequent COVID-19 screening data if I am suspected or confirmed to have COVID-19 and/ or I am suspected or confirmed to have been exposed to a COVID-19 case. This information will be disclosed to and used by public health authorities and medical service providers. This authorization will be valid for 24 months from the date signed.

Declaration that COVID-19 briefing took place

I, _____, hereby confirm that I have received specific information relating to COVID-19 policies and procedures which relate to myself as an employee. I confirm that I understand what is expected of me and agree to practice the required precautions for my safety, the facility's guest and fellow employees, and to ask any questions if I am not certain regarding certain procedures and policies.



The Medical and Travel declaration must be signed on arrival by the staff. The following process should be followed:

1. Sanitise hands and pen in the presence of the staff member before use
2. Hand the pen to the staff member on a small tray
3. Sanitise the pen and hands in the presence of the staff member after use



CURRENT CONTACT INFORMATION FOR THE STAFF MEMBER MUST BE CONFIRMED WHEN DEPARTING THE LODGE.

» STAFF ACCOMMODATION AND QUARANTINING

- Lodges with on-site staff accommodation must ensure that adequate social distancing measures within accommodation units of at least 1.5 metres are maintained at all times.
- Ideally staff should not share rooms or bathrooms.
- Staff must wear masks when moving around the room.
- Daily surface and floor cleaning and sanitisation are required.

Lodges with on-site staff accommodation that have the capacity to quarantine staff when returning from leave should follow the process as outlined below.



Africa SAFE-T clients are encouraged to engage with our client services department to discuss effective quarantine periods should you have the ability to do so.

NORMAL DAILY SCREENING PROCESSES MUST STILL BE FOLLOWED AFTER QUARANTINING.

- Staff must prepare for the quarantine period prior to arriving at the lodge. They will be required to bring all personal belongings and other items needed as they will have no access to communal staff/public areas will need all their personal belongings and items that they may need with them on arrival, as they will not be allowed access to any communal/public staff areas.
- Staff must be quarantined in en-suite accommodation, with access to a private bathroom.
- The lodge should provide a non-porous container with a set of clean cutlery/crockery/glassware, as well as 3 litres of bottled water.
- After the quarantined person has used the water bottle, cutlery/crockery and other items, they should be rinsed, placed back into the container, sprayed with sanitiser, and the container placed outside the staff room for proper cleaning each morning.
- Dirty laundry should be placed in a laundry bag, tied/zipped closed, sprayed with sanitiser, and placed outside the staff room each morning.
- The person caring for the quarantined staff member;
 - o Collects the non-porous container with contents and laundry bag, wearing the correct PPE
 - o Takes the container to the designated washing area/scullery. The contents and container must be washed in warm, soapy water by the designated scullery staff
 - o Takes the laundry bag to the laundry to be washed according to laundry procedures by the designated laundry staff
 - o The PPE must be removed and re-usable items cleaned once all the items have been dropped off at the designated areas
- After the correct cleaning of the non-porous container and its contents, food for the day is dished up and placed into the non-porous container, and the water bottle re-filled. The container is then delivered and placed outside the staff room.
- Once the laundry is done, it is placed inside the laundry bag and placed outside the staff room.
- The person caring for the quarantined staff member must maintain a 1,5 meter distance from the door when the quarantined staff member collects the food and laundry.
- Prior to being released from quarantine, the staff member must be screened by the COVID-19 Officer in accordance with the staff arrival and screening procedure at the access point of the quarantine area.



» STAFF ARRIVAL AND SCREENING

A *temperature and symptoms questionnaire* of all staff will be completed on arrival and departure from the lodge. It must be performed daily at the start and end of each shift if staff are on site for multiple days. Screening must also occur between split shifts to ensure guest and staff safety.

These screenings must be recorded, and the records must be kept on file until 6 weeks after the termination of the national State of Disaster. This will allow for effective tracking and tracing of potential cases.

All temperatures must be taken with a noncontact thermometer.

Refer to *SCREENING_INDIVIDUAL ENTRY & DAILY SCREENING LOG SHEET* (Refer to Appendix 03).



Any temperature outside of the normal range (above 37.5°C) or with symptoms questions answered as “yes” requires that action be taken. The staff member must return to their room or be taken to the isolation room, and should not touch any objects or doors en-route (an escort may be needed to open doors and to clear the path for the suspected case). The staff member should also be provided with an N95/FFP2 mask to wear as soon as possible. Hand washing should occur before removing, and again before and after putting on the N95/FFP2 Mask.

Staff who have arrived on site for the first time (and completed their quarantine, if applicable) must be taken to a designated area after screening, where they will attend a mandatory COVID-19, PPE, sanitising and hygiene practices training session before being allowed to commence with their work/shift.

» STAFF TRAINING

Extensive training must be provided to ALL staff to ensure that they understand:

- The virus, how it spreads, the symptoms and how long it survives on surfaces
- The required sanitisation and distancing procedures for themselves and for guests
- The effective use of PPE and what PPE they must use when performing certain task or working in their different departments
- How to change into and out of uniforms safely
- Contactless operations
- Procedures relating to package handling, and deliveries to the lodge
- Entry and exit procedures
- Steps that should be followed if they have symptoms or test

Staff in certain functions exposed to higher risk (such as scullery, housekeeping, waiters/butlers, vehicle cleaning and laundry) should be provided with additional training specific to their duties.



Staff training should not be conducted as a once off. Repetition will ensure that there are no lapses in knowledge, or deterioration in the standards of protocols implemented.



“ *Africa SAFE-T provides an initial COVID-19 Training Workshop for our clients, on request. These workshops provide the COVID-19 Officer with an orientation of the required training, and cover the above topics. We also provide a certificate of attendance for the COVID-19 Office r/s for record purposes. COVID-19 on-site training workshops are conducted in English.* ”

We have developed training videos in English, Afrikaans, Zulu, Xhosa, Sesotho, Tswana and Tsonga for continued learning and reinforcement of knowledge.



STAFF PERSONAL PROTECTIVE EQUIPMENT

The lodge must provide 2 cloth masks per staff member (3 masks is preferable). One is worn on shift, including on the transport home; one is in the laundry; and one is already clean and ready to wear the next day when returning to work.

Employers are responsible for the washing and drying of masks, and ironing (if applicable).

THE TABLE ON THE FOLLOWING PAGE highlights different coloured zones, which are designated according to the risk of transmission.

GREEN ZONES	- LOW RISK
YELLOW ZONES	- INTERMEDIATE RISK
RED ZONES	- HIGH RISK



These zones need to be clearly marked through the use of floor tape and signage, which is available through Africa SAFE-T.

Staff must wear the correct PPE in each designated zone. Zone lines should not be crossed without the correct PPE, and ONLY staff who work in the Red and Yellow Zones should cross the zone line or enter these areas during active operation. Posters that clearly display the PPE needed for each zone need to be displayed at its entrance.



Africa SAFE-T can assist our clients in identifying and demarcating these areas.

Separate dirty and clean PPE stations should be erected at the entrance and exit points of the Red Zones to aid with the correct putting on and removing of the PPE.



Africa SAFE-T can assist clients with identifying the placement and layout of these PPE Stations.



DID YOU KNOW

Plastic pollution threatens our environments sustainability, and has been on top of political agendas across the world. The COVID-19 pandemic has however severely disrupted the implementation of policies aimed at reducing the production and disposal of plastic. Approaches to reduce plastic pollution need to be reprioritised.

Furthermore, on 03 March 2020 the WHO warned against severe and mounting disruptions to the global supply of PPE, caused by rising demand, panic buying, hoarding and inappropriate usage. Without appropriate PPE, healthcare providers (HCPs) working on the frontline are at risk of acquiring COVID-19 and infecting others. The situation is still dire, and global competition for PPE has resulted in demand far exceeding the available supply.

An alternate solution is to adopt reusable options. The notable advantage of reusable equipment is sustainability. With the current pandemic of unknown duration, sustainability will ensure HCPs protection while reducing the environmental burden. Reusable PPE options also offer robust protection with high quality materials, whereas their disposable counterparts are often of inferior quality.



“Africa SAFE-T has listed re-usable PPE on our essential COVID-19 PPE Pricelist to encourage sustainable and environmentally friendly purchasing. We only sell the following disposable items: N95 Mask, FFP2 Mask, FFP1 Mask”



ZONES AND PPE REQUIRED FOR EACH DEPARTMENT

Personnel	Area/s	3-Layer Cloth Mask	5-Layer Mask with Filter	N95/ FFP2 Mask	Perspex Divider *	Face Visor *	Wide Vision Goggles	Gloves	Overall	Apron Full Sleeve	Apron PVC	Shoe Covers OR Closed Shoes
Maintenance Staff	Workshop	X				X						
Office Staff	Back of House	X			X							
Front of House	Reception and Concierge Desks	X			X							
Delivery Receivers	Delivery Area	X				X						
Luggage Attendants	Reception	X				X						
Night Porters	Walkways	X				X						
Rangers/Guides/ Trackers	Vehicles	X			X	X	X **					
Shuttle/Transfer Driver	Guest and Staff Vehicles	X			X	X	X **	X				
Spa Therapists	Spa	X				X				X (Cloth) ***		
Waiter/Butler/ Bartenders/ Sommeliers	Restaurant, Bar, Lounge, Cellar	X				X						
Chefs	Kitchen	X				X						
COVID-19 Officer		X				X						
Guest Vehicle Valet Attendants	Guest Private Vehicles		X				X	X	X			X
Laundry Attendant	Laundry - Washing Machine Area		X				X	X		X (Cloth or PVC) ***		X
Laundry Attendant	Laundry - Other Areas	X										
Sculler	Scullery		X				X	X			X	X
Housekeeper	Guest Suites		X				X	X		X (Cloth or PVC) ***		X
COVID 19 Server	Guest Suite/ Isolation Room			X			X	X			X	
COVID 19 Driver	Vehicle			X			X	X	X			X
COVID 19 Laundry Attendant				X			X	X		X (Cloth or PVC) ***		X
COVID 19 House Keeper	Areas requiring Decontamination			X			X	X		X (Cloth or PVC) ***		X

* Face Visor/Perspex Divider only required if a distance of 1,5 Meters cannot be maintained at ALL times

** For use while driving if no Perspex divider or face visor is in place or used

*** Cloth Aprons must be laundered before being used again. PVC Aprons must be washed with soap and water and sanitised before being used again



Staff must wear the correct category mask at all time, except while taking meals. IF A STAFF MEMBER DOES NOT WEAR THE CORRECT PPE, THEY WILL BE ISOLATED IF THEY HAVE WHAT IS DEEMED A CLOSE CONTACT TO A POSSIBLE COVID-19 CASE UNTIL A NEGATIVE RESULT IS RECEIVED, OR FOR 14-DAYS IN THE EVENT OF A POSITIVE RESULT.



SECTION 6: CLEAN, SANITISE, PROTECT

» INTRODUCTION TO CLEANING, SANITISING AND PROTECTING

Frequent guest and staff hand sanitising and/or hand washing is critical, along with respiratory etiquette and frequent proper sanitising of surfaces. These practices are the key defence mechanisms against transmission of COVID-19.

HAND HYGIENE

Ordinary hand soap is appropriate for wash basins. A gel or liquid containing 70% alcohol is appropriate for hand sanitising stations.



Africa SAFE-T can assist you with the procurement of hand sanitising solutions.

RESPIRATORY ETIQUETTE

Cough/sneeze into your flexed elbow, mask or tissue (which is then discarded into a waste bin lined with plastic). Hand hygiene must be practiced after using a tissue, as well as before and after touching your face and/or mask.

SURFACE SANITISING

A variety of surface disinfectants are available on the market, which contain either bleach, chlorine, alcohol, bio-degradable and/or mineral substances for the effective elimination of the SARS-CoV-2 virus as well as other pathogens. Contact your kitchen, housekeeping and/or chemical supplier to discuss the available options for the effective sanitisation of surfaces.



Africa SAFE-T can assist with the selection and/or procurement of an appropriate sanitisation solution.



DID YOU KNOW

A basic and inexpensive sanitisation solution is 1/4 cup (62.5ml) of bleach to 5 litres of water. The solution should be discarded after 24 hours. It is important to note that this type of solution is not advisable for materials that are not colour fast, and may be corrosive and damaging to certain materials. The solution may be harmful to the environment after prolonged use in septic tanks and bio-sanitisation water plants.

» HAND SANITISATION PRACTICES



Guests and staff MUST sanitise their hands on arrival at the lodge before entering the facility. The guest and/or staff member must be observed sanitising hands for the first time to ensure that the correct technique is followed.

Avoid touching your face, including eyes, nose, and mouth with un-sanitised hands.



Hand sanitiser must be widely available throughout the lodge, and carried by key staff in regular contact with guests. Africa SAFE-T recommends the use of foot operated dispensers to encourage contactless operation.

Hands should be washed or sanitised frequently, and especially at the following times:

- When entering a new room or space (especially if a door was touched, or used for entry)
- Before and after using the restroom
- Before eating or drinking
- After touching an item that was handled or used by another person
- After touching the front of your mask
- Before and after handling PPE
- Before and after cleaning procedures



Communal restrooms and hand washing basins must have paper towels or individual hand towels available for use. These items must then discarded into a designated receptacle, which is lined with a plastic/paper/cloth bag. The bag is essential for the protection of housekeeping staff. Staff should then spray the edge of the receptacle before lifting the overlapped edge to tie the bag closed without handling the contents of the bag. The receptacle must be sprayed with sanitiser before a new bag is inserted.



Place a notice next to the paper towels or hand towels indicating that “towels are for single use only, and must please be disposed of into the receptacle provided”. This will ensure that guests or staff do not place the towel on the counter next to the basin after use, which is often the case.



Dispensers must be placed in all high-traffic and high-touch areas.

KEY LOCATIONS FOR SANITISER DISPENSERS ARE:

- | | | |
|--|--------------------------|---|
| ➤ Park/reserve entrance gates and boom gates | ➤ Cellar entrances | ➤ Staff canteen entrances |
| ➤ Airstrip arrival terminals | ➤ Pool areas | ➤ Staff recreation facilities entrances |
| ➤ Reception | ➤ Gym entrance | ➤ Storeroom entrances |
| ➤ Lounge/public area entrances | ➤ Spa facility entrances | ➤ Workshop entrances |
| ➤ Restroom foyers | ➤ Boma entrances | ➤ Red zone entry and exit points |
| ➤ Curio shop entrance | ➤ Game drive vehicles | ➤ Isolation room |
| ➤ Guest rooms/suites | ➤ Office entrances | |
| ➤ Bars | ➤ Kitchen entrance | |
| ➤ Dining area entrance | | |

➤➤ CLEANING PRACTICES

Cleaning of surfaces is absolutely essential for the effective control and containment of the virus. Cleaning follows a two step process:

1. First clean the surfaces (using soap and water or other detergents to remove dirt and impurities)
2. Then sanitise (killing germs and other pathogens)

Performing both these steps will limit the spread of the virus.

Cleaning kits should be located in key locations for routine and efficient access according to cleaning schedules.

Cleaning kits will require the following:

- | | |
|--------------------------|---|
| ➤ Bucket | ➤ Water |
| ➤ Multiple cloths | ➤ Ordinary floor and surface soaps/detergents |
| ➤ Floor cleaning devices | ➤ Spray bottle with sanitising solution |





Cleaning of surfaces should occur at least once a day in each area of the lodge, except for guest rooms and unused areas.

Cleaning schedules should be drawn up for each department, with a checklist specific to each area. These checklists will ensure that all areas and items will be cleaned and sanitised. Records must be kept detailing the date, time and who conducted the cleaning. Heads of Departments (HODs) must perform a walk-through of each area in their departments to generate area specific checklists for use during the cleaning process. Below are recommended checklist items specific to lodges that can be used as a guide.

CHECKLIST ITEMS



Checklists must be created for each area to include relevant points:

Air-conditioning controls & vents	Pens used by more than one person
All horizontal surfaces within reach	Plastic folders, guest check-in folders
Armrests & backs of seats/chairs	Remotes
Baths	Room sprays, insecticide spray & repellent sprays/creams
Bins & waste containers	Safes
Computers, laptops & printers	Salt & pepper shakers & other static tableware
Credit card machines (especially buttons)	Seatbelts & buckles
Dashboard controls	Showers
Deck railings & stair/deck banisters/balustrades	Soap & sanitiser dispensers
Door handles – rooms/vehicles/cupboards	Steering wheels & gear levers
Door handles & support grabs	Tables, counters & desks
Electrical socket switches	Tablets & mobile devices
Floors	Taps/faucets
Fridge handles & doors	Telephones
Ice & vending machines & scoops	Toilet brushes
Key cards/room keys	Toilet flush buttons/levers
Keyboards	Toilet roll holders
Kitchen equipment	Toilet seats, lids & bowls
Kitchen surfaces	Urinals
Light switches	Vehicle keys
Liquor bottles	Window levers/buttons
Menu holders	Window sills
Monitor screens	

» SANITISING PRACTICES

Areas that are frequently used, such as kitchen, bar counters, desks and worktops, should be sanitised every 15 to 30 minutes. For other areas which are not used continuously by guests and staff, sanitising will depend on footfall and type of usage as well as the surface (such as the gym and spa).

It is advisable to place a cloth in a small bucket that contains your preferred sanitising solution, to be used to wipe the surface frequently, and after each use. This action has the added benefit of sanitising the user's hand when they retrieve the cloth from the bucket. The user should twist the excess liquid out of the cloth before wiping the surface with the damp cloth. Alternatively, sanitising solution can be placed into a spray bottle, which is then sprayed onto a cloth and used for surface wiping.



Allow the surface to air dry. The solution should be changed at least every 24 hours, or according to the manufacturer's recommendations.



APPROPRIATE LOCATIONS FOR SANITISER BUCKETS/SPRAY BOTTLES ARE:

- > Reception desks
- > Guest communal/public areas (which are not close to a waiter or service station)
- > Gym facilities
- > Spas
- > Bar counters
- > Waiters' stations
- > Food passes
- > Food prep counters
- > Sculleries
- > Laundries
- > Staff canteens
- > Staff recreational facilities
- > Offices
- > Workshops

Visual displays to facilitate safe use of items or spaces is advisable, as this will reassure guests. "Safe to use" or "Used" non-porous signs can be employed for this purpose.



You could have a sign that hangs from a guest restroom. Once the restroom has been used, the guest could flip the sign to advise it has been used. This will prevent other guests from using the restroom until it has been cleaned. Once cleaned, the housekeeper or other staff member could flip the sign to say "Safe to use". The same could apply for gym equipment, pool loungers and communal/public area seating.



AREAS TO FREQUENTLY SANITISE (EVERY 15-30 MINUTES)	AREAS/ITEMS TO SANITISE AFTER USE:	AREAS TO SANITISE ONCE A DAY:
Bar counters	Reception desk and counters	Offices
Waiters' stations	Guest restrooms	Curio shop
Food passes	Gym facilities	Communal restrooms
Food Prep Counters	Spas	Lounges
Sculleries	Pool loungers & side tables	Cellars
	Guest rooms/suites	Deck railings & stair/deckbanisters/balustrades
	Game drive vehicles	Laundry
	Boma Dining areas	Staff recreational facilities
	Laundry machines & red zone floor	Workshop
	Staff canteens	
	Re-usable PPE	
	Isolation rooms	

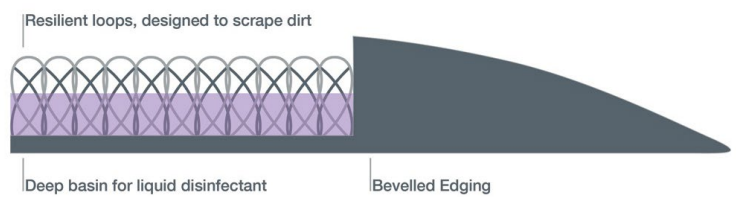


SHOES

Shoes should be sanitised on arrival and after cleaning a contaminated area or guest suite to prevent cross-contamination on the lodge floors. This can either be done by spraying or wiping the shoes with sanitiser, or using walk-off mats.



It is recommended that guest and staff shoes should be sanitised on arrival at the lodge, and all other shoes once un-packed in their respective rooms.



LUGGAGE

All guest and staff luggage should be sprayed with a sanitiser spray after off-loading from a vehicle or airplane.



Staff handling the luggage should sanitise or wash hands immediately before and after touching the luggage.

If the guest or staff member handles their own luggage and it is **not entering a shared building or room**, then spraying is not required.

STAFF CLOTHING AND UNIFORMS

Staff who reside on the property should, upon returning to the lodge, place all personal clothing items that they have brought back to the lodge in a laundry bag for laundering and decontamination.

Staff who do not reside on the property should remove their personal clothing in a designated area upon returning to the lodge, place the clothes into individually marked containers, sanitise and wash their hands and then put on a clean uniform.

At the end of the shift, staff members should sanitise their hands, carefully remove their uniforms (avoiding contact with the outer surface), place the uniform into a dedicated laundry bag or container for laundering, sanitise their hands (ideally they should also shower) and then put on clean personal clothing.

Staff uniforms should be reduced in complexity and limited to simple items (for instance, scarves and ties should be avoided).



WELCOME AND POST-ACTIVITY FACE/HAND TOWELS

Should be placed into a laundry bag after use for washing after each use.

SWIMMING POOLS

Water must contain optimal prescribed levels of chlorine and anti-bacterial agents. Levels of chemicals in communal pools should be checked daily. Guest room/suite pools should be checked before each check in.

LAUNDRIES

Should use hot cycles (70°C or higher) with appropriate laundry detergents, such as those that contain or produce peracetic acid. Contact your housekeeping and/or chemical supplier to discuss the available options for effective laundry sanitisation.

SCULLERIES

Should use high temperatures for dishwashing. Washing cycles should be set at 55 - 60°C, with the rinse cycle set at 85 - 90°C. If these temperatures are not attainable, used cutlery, crockery, glassware, and cookware should be soaked in a sanitising solution for at least 30 minutes before being washed with warm, soapy water.

CASH HANDLING

Should be minimised or eliminated. Pre-payments, EFTs, credit and debit cards, SnapScan, Zapper and signing of accounts should be maximised.



If a guest or staff member handles cash, hand sanitising should occur immediately after handling the cash.

A portable handheld UV-C Light Steriliser Wand is useful for sanitising cash, and limits exposure of reception staff (and other staff) when distributing tips.

All credit card machines must be sanitised before and after every use with an alcohol-based sanitiser or a UV-C Light Steriliser Wand. Where a cashier attendant may be required to handle a guest's credit card, the guest will be required to sanitise hands and credit card before handing over to the cashier attendant. After using the credit card, the cashier attendant will be required to sanitise it before returning it to the guest.

OFFICES AND STORAGE ROOMS

These areas have high volumes of foot traffic and include many electronic devices which can be damaged by liquid. It is advised to use a fogging device to ensure sanitisation of areas which are difficult to reach with surface sanitising practices (eg. between the keys of keyboards, inside drawers, shelves, cabinets, between files, stock items, boxes, under computer CPU units, seat material, etc).

VENTILATION

All rooms, areas and vehicles must be kept well ventilated by natural or mechanical ventilation methods to reduce possible viral loads.

Heating, ventilation and air conditioning systems must be cleaned at least once a week. Service schedules should be up to date and systems checked for operational efficiency. Windows and doors close to exit air vents should be closed to prevent feedback into the room or area.

If it is feasible from a fire and security perspective, doors should be wedged open to reduce surface touching and ventilation, rather than being closed completely.

Offices and other rooms that have no windows installed should leave the access door left open, with a floor-standing or desk fan in place to ventilate the space effectively.



REDUCE SURFACES AND ITEMS

Throughout the lodge and vehicles, the number of surfaces which can be touched must be reduced to eliminate the need for additional surface sanitising. Actions include:

- Remove rugs, carpets, cushions and softs (such as blankets) where possible and without compromising on the guest experience.
- Remove magazines, newspapers, coffee table books, games, décor items on coffee tables, flower pots and vases etc. that are in high traffic areas.
- Games, magazines and newspapers should be provided on request, and sanitised before and after use, or disposed of if sanitisation is not possible.
- Guest rooms/suites should not contain shoe cleaning, sewing or amenity kits. These should be provided on request.
- Pool towels and blankets (lounge area, dining and boma) should be placed out of reach of guests and provided on request. These must be taken to the guest room after use for laundering the next day.
- Remove communal water dispensers. Main area water dispensers should be operated by staff members only.

REDUCE USE AREAS

Areas which are not in use or which can be taken out of use should be locked or barricaded to prevent traffic and the need for regular cleaning. This would include meeting rooms, additional or secondary dining areas, some communal bathrooms, additional or secondary lounges, business centres, pool or storerooms, and guest rooms/suites not in use.



ENVIRONMENTAL CLEANING IS ESSENTIAL FOR THE EFFECTIVE CONTROL AND CONTAINMENT OF THE VIRUS.

Practicing all the standard precautions, as well as sanitisation and hygiene practices, will limit the spread of the virus. However, humans are habitual and will make mistakes. Some materials (such as soft blankets, duvets, pillows and couches) are difficult to sanitise, and may be damaged by strong sanitising solutions.

COLD FOGGERS that use environmentally friendly solutions are useful in this regard. Foggers get into hard-to-reach areas, and are therefore preferred when used in combination with surface sanitisation practices. They also simplify complex cleaning tasks, such as the process required for vehicles or airplanes.



DID YOU KNOW

WHAT ARE COLD FOGGERS AND HOW DO THEY WORK?

COLD FOGGERS that use environmentally friendly solutions are recommended. Foggers penetrate hard-to-reach areas, and are therefore preferred when used in combination with surface sanitisation practices. They also simplify complex cleaning tasks, such as the process required for vehicles or airplanes.

A cold fogger is a device you can use both indoors and outdoors to disinfect spaces. Cold foggers do not utilise heat to vaporize the fogging liquid. Cold foggers utilise air pressure to spray the fogging liquid out in tiny particles, therefore creating a mist. Cold foggers are usually available in either a handheld fogger or a backpack fogger. The handheld versions are cheaper, while the backpack cold foggers are easier to carry and are more practical. The fogging solution which disinfects the spaces goes in the tank which is located in either the body of the fogger or attached to the bottom of the machine. Most cold foggers work using electricity. This means that you must have a power outlet nearby, or an extension cord that can reach the target area.

When you turn the fogger on the motor will pump the fogging solution out of the tank. A blower then sprays the liquid out through a special nozzle located on the front of the fogger. This nozzle pressurizes the air (either by being small enough to confer high pressure, or by having a vortex of high-speed air that the liquid is pumped through), turning the fogging solution into a fine mist.



Africa SAFE-T has done extensive research on various cold foggers, and can assist you with the procurement of suitable devices for your operations.



Africa SAFE-T highly recommends the use of a cold fogger in the following situations:

1. Areas that have been used should be fogged AT LEAST once a day before the arrival of staff and guests (either the night before or the morning of arrival on site).
2. For quick sanitisation of gyms and spas between use,
3. Guest vehicles after off loading luggage and before moving the guest vehicle to the lodge parking area,
4. Guest suites before a new guest checks in, regardless of whether the suite has been used before or not. Items of importance during the guest suite fogging are cabinets, closets & drawer inner sections, mattresses, head rests, lamp shades, duvets, pillows, scatter cushions (if any), curtains & blinds, mosquito nets, couches, rugs, mini bars (including the fridge interior), coffee stations, restrooms, bathrooms, outdoor furniture and outdoor cushions.

Staff must be trained according to the instruction manual provided by the manufacturer.

Ideally all windows and doors that lead outside should be closed during cold fogging. This allows the fog to penetrate the entire area so that it does not escape through an exterior opening. Cabinets, drawers, closets and other furniture with internal compartments need to be opened. They should look like steps. Drawers should not be stacked on top of each other, as the fog needs to be able to reach all of these areas.

If the fogger has an adjustable micron size function, use the larger microns for outdoor areas and smaller microns for indoor areas. Refer to the manufacturer's instructions in this regard.





The lodge should have at least three biological spill kits on site that must be used in the specific manner for the cleaning of blood, urine, vomit or faeces. Kits contain the following:

CONTENTS	
1 x disposable gown (water-proof, closes in the back)	1 x disinfectant spray
1 x pair high risk gloves (medium and large)	1 x 50gm absorbent granules/powder
1 x pair nitrile gloves (medium and large)	10 x absorbent paper towels
2 x disposable shoe covers	1 x disposable cardboard scoop and scraper
1 x N-95/FFP2 Mask	2 x biohazard waste bags
1 x disposable face shield	A waterproof copy of (SOP) spill response and clean-up procedures

BIOLOGICAL SPILL PROCEDURE

Spills on hard surfaces often spread over larger areas, so it is necessary to contain the spill as soon as possible. A complete biological spill kit and a small bucket/bin must be on site and ready to use before you start the clean-up.

RESPONSE

1. DO NOT PANIC.
2. Alert people in the immediate area of the spill.
3. Remove any contaminated clothing, and collect the bio-spill kit and a small bucket or bin.
4. Block off the area until clean-up and disinfection is complete. No visitors or unprotected staff members should be allowed to access the area.
5. Assess the degree of contamination and formulate a plan for the action required.
6. Assemble a spill response and clean-up team if more than one person is required.

SPILL CLEAN-UP ROUTINE PROCEDURES

Before proceeding with the clean-up, put on gowns, double glove, shoe covers, face shield and N-95/FFP2 Mask (PPE from the spill kit). Line the inside of the small bucket/bin with a biohazard bag, ensuring that the edge of the bag folds over the edge of the bucket for easy closing on completion.

- Starting at the edges and moving towards the centre, cover the spill area with absorbent granules/powder and allow sufficient time for fluids to become gelatinous.
- Using the scoop and scraper, scoop and dispose of all absorbent materials, broken glass and other substances into a biohazard bag
- Dispose the scoop and scraper into the biohazard container.
- Carefully pour or spray disinfectant over the spill area.
- Allow 30 minutes for the disinfectant to deactivate all material in the spill area.
- Remove disinfectant with paper towels, working from the edges to the centre. Place the paper towels in the biohazard bag.
- Remove outer pair of gloves only and dispose of them in the biohazard bag.
- With inner gloves still on, sanitise the outer surface of the inner gloves.
- Remove the face shield, mask and gown with inner gloves still on, and dispose of them in the biohazard bag.
- Remove inner gloves and dispose of them in the biohazard bag.
- Close and secure the bag, then place it in the second biohazard bag.
- Close and secure the outer bag, and disinfect it by spraying it generously with sanitiser.
- Wash your hands with soap and water, and sanitise immediately.

RESPONSIBLE DISPOSAL

Contact your local medical partner to arrange for the correct disposal of the biological waste.



Africa SAFE-T assists our clients with the collection and proper disposal of biological waste.



SECTION 7: STANDARD PHYSICAL DISTANCING, PROTECTION BARRIERS & CAPACITY CONTROLS



The space between people in public areas and back of house areas should be a minimum of 1.5 metres at all times (2 metres preferred).

EXCEPTIONS:

- If there is a Perspex or similar physical protection barrier such as a face visor between the people concerned.
- If guests are from the same small family/friend group, and are travelling together or share a room or car.

Businesses must maximise the use of non-contact paperless processing check-ins and check-outs (either via guests' own devices or through the use of a tablet or similar mobile device). Any device handled by guests and staff should be sanitised before and after use.

The capacity limits of all individual public areas and vehicles must be determined and managed to ensure compliance with distancing regulations.



The directives issued by the government have set the capacity limit for accommodation establishments at 50% of the available floor space, while still maintaining a minimum physical distance of 1,5 meters between people at all times.

The formula for calculating the total number of people allowed at the establishment at any given time is:

Total floor space of each area* (length x width) added together (exclude walkways) / 1.77 / 2 = maximum number of people permitted

**such as main lodge, rooms, gym, spa, offices, kitchen, etc.*

Note:

- **Round the number DOWN to the nearest whole number, not up.**
- **This number is the total number of guests AND staff allowed on site.**



Regulations are subject to change in the future, and your COVID-19 Officer should regularly check for updates.

RESTAURANTS & BARS

The formula for calculating the total number of people allowed in the restaurant at any given time is:

Total floor space (length x width) / 1.77 / 2 = maximum number of people permitted

NOTE: Round the number DOWN to the nearest whole number, not up.

Regulations are subject to change in the future, and your COVID-19 Officer should regularly check for updates.

If your total guest numbers exceed the allowed capacity for the restaurant, it is recommended that you serve guests in different areas (such as restaurant, outside deck area, in-room private dining, star gazing deck, etc) to diversify the gathering and spread out the number of people over a larger area in order to comply with regulations.



Bar stools should be removed entirely to discourage drinking at the bar, or spaced 1.5 meters or more apart from each other to encourage social distancing.

Excess chairs/stools and tables should be removed and placed into storage. A distance of 3 metres between tables is advisable to create corridors for staff to move through, thereby minimising the amount of time they spend within the 1.5 meter barrier between other people.



» LOUNGES/PUBLIC AREAS & WAITING AREAS

Furniture should be spaced out, and excess furniture removed and placed into storage. Preferably remove multiple-seaters, or clearly display notices of the prescribed number of people per multiple-seater.

Discretion can be used for people from the same family/friend group who are travelling together.

» POOL & POOL AREAS

Loungers should be spaced at two meters between groups of two loungers. Towels should be removed and provided to guests upon request.

» VEHICLES

YELLOW ZONE - The allocated driver of a vehicle is ultimately responsible for the sanitisation of the specific vehicle. Only he/she may authorise the use of, or embarkment onto the vehicle.



Regulations do set vehicle capacities. At present the prescribed capacities for e-hailing, mini-bus, meter taxis, shuttle services, chauffeur driven vehicles and buses are (including the driver);



100% for distances of less than 200kms



70% for distances of more than 200kms, whether or not a provincial boundary is crossed.

Public transport operating at 100% capacity must keep windows open on both sides by 5cm.



These regulations do not meet the ideal international standard, and we therefore recommend the following:

GAME DRIVE/SAFARI VEHICLES

The guideline is 70% capacity, with discretion in seating family/friend groups together. Unconnected individuals should have empty seats between them. We do not recommend passengers in the front passenger seat, unless a Perspex protective shield is installed.

MINI-BUSES, BUSES & COACHES

The guideline is 70% capacity, with discretion in seating family/friend groups together, which can increase capacity utilisation. Unconnected individuals should have empty seats between them.

CARS: CHAUFFEURED

- For small cars, only one person can be seated in the rear, unless the guests concerned are people from the same small family/friend group who are sharing a room.
- For larger cars, a front passenger is permitted, and two people may sit in the back, unless the guests are from the same small family/friend group who are travelling together in which case 3 can be accommodated in the rear.



» KITCHEN

YELLOW ZONE - Only kitchen staff should enter during active operations

To facilitate spacing, staffing levels may have to be reduced. A minimum space of 1.5 meters between staff should be adhered to at all times.

Facing workstations should be eliminated, or Perspex protective shields installed between facing stations. Perspex protective shields can also be used to separate side-by-side stations if a distance of 1,5 meters is not possible.

Staff that need to move about the kitchen must take care not to come into close contact with one another.

» OFFICES

Minimize the number of staff and guests that enter offices by encouraging telephone enquiries via extension lines. Only staff that work in the office should routinely enter the space.

Headsets, computers, desks and telephones should be dedicated to one staff member. Hot-desking is discouraged to ensure adequate distancing and sanitisation.

Shared office spaces pose challenges with regards to physical distancing. If it is not practical to arrange workstations to be spaced at least 1,5 metres apart, you must install a Perspex or other physical barrier between the workstations.

» GUEST RELATIONS/FRONT OF HOUSE

Perspex protective shields should be considered for check-in/check-out desks, concierge desks and cashier areas.

Any physical contact with guests is not allowed (such as shaking hands and hugging).



SECTION 8: AREA SPECIFIC PRACTICES

» ACCOMMODATION UNITS

RED ZONE - Only staff with correct PPE and guests should enter this area

PREPARING ROOMS

Protect your guests from COVID-19 by creating a Healthy Sleep Zone.

- Sewing kits, vanity kits, shoe cleaning kits, irons, magazines and coffee table books should be removed from the guest suites, and instead be provided on request.
- Lodge guides/guest information packs should be provided in electronic form via email, guests' mobile device, tablet or other disposable options.
- Mini-bar stock should be reduced to a minimum and replenished once a day when the room is refreshed. Snacks should be individually packaged to avoid cross contamination between guests. Mini-bar stock must be sanitised before a new guest checks-in.
- Hand sanitiser must be provided in each guest suite.



Turndown service for beds MUST be eliminated.

CLEANING ROOMS

Staff performing housekeeping must be dedicated to this role during a shift. They should not perform housekeeping AND laundry on the same shift due to the high level of safety precautions required in each different zone. Multitasking can lead to a cognitive overload, which will lead to errors. If insufficient staff are present to allocate dedicated roles, we recommend splitting the duties to refreshing and prepping new rooms for guests in the morning, followed by a break, and then laundry in the afternoon. No multi-tasking on the same shift should be performed.

- Increase the time between check-out and check-in to ensure housekeepers have sufficient time for the thorough deep cleaning of rooms.
- Room keys or cards must be sanitised after every check-out and before every check-in.
- Accommodation units require a detailed checklist for cleaning as specified in the Sanitising and Hygiene Section. This checklist should be completed after each cleaning process, and must include the date, time and name of the housekeeper who conducted the cleaning.
- Housekeepers must wear the required PPE for guest suite cleaning.
- Dedicated cleaning equipment and supplies for each room, with colour-coded cloths, is recommended.
- Daily room refreshing should be minimised to attend to essentials items only, such as mini-bar stocking, emptying bins, replenishing supplies (such as restroom paper, hand soaps, creams, shower & bath amenities), and wiping down counters and tables.
- Linen change should be reduced to every 4 days for long stays.
- Floor cleaning should only be performed when dirt and debris is visible.
- Windows and doors should be opened during room cleaning and closed during fogging.
- Housekeepers and any staff member that enters the guest suite must sanitise their hands and shoes, as well as any PPE when exiting.
- All equipment, mops, wet cloths etc. must be sanitised by soaking them in sanitising solution for 30 minutes after cleaning the room.
- Used linen, mattress protectors and pillow protectors should be removed from beds with care. These items should be bundled up, with as little shaking as possible. All linen and towels from the room should be placed into washable cloth bags, tied/zipped closed, sprayed with sanitiser and then dropped off at the laundry.



The virus does not survive for extended periods on surfaces, particularly porous surfaces. To reduce staff exposure, the lodge should leave used rooms untouched for 1-3 days before being cleaned (occupancy permitting).



ROOM HYGIENE

Potential guests need to be reassured that it is safe to travel. Now more than ever, it's important to invest in bed hygiene. Lodges are installing Perspex protection shields, staff are wearing masks and face visors, and social distancing is implemented in public areas, but according to research the majority of a guest's time is spent on their bed.



**DID YOU
KNOW**

Protect-A-Bed® is a global brand with 36 years of experience, and is recognised as the worldwide leader in bedding protection innovation. Protect-A-Bed® mattress protectors, pillow protectors, and mattress encasements feature Miracle Membrane® technology. The waterproof Miracle Membrane technology creates an air vapor porous barrier for mattresses and pillows that blocks viruses, allergens, dust mites, bed bugs and moisture from penetrating the sleep surface.

This feature ensures that the mattress stays cool and clean, while providing a comfortable sleep environment for your guests. COVID-19 is spread through respiratory droplets, thus blocking any moisture (including bodily fluids) from penetrating the mattress and pillows is key to ensuring that these surfaces are not contaminated. The Protect-A-Bed® Miracle Membrane has passed independent lab testing to achieve level 4 viral penetration certification by the Centres for Disease Control and Prevention (CDC) standards for viral penetration.

WATERPROOF PILLOW PROTECTORS - SUPERIOR COMFORT PILLOW PROTECTOR

The pillow is the area of the bed most likely to be exposed to respiratory droplets. Pillow protectors block viruses, and the moisture barrier prevents any liquid from passing through, including sweat. Liquid build up in a pillow can lead to early deterioration of the fibres.

WATERPROOF MATTRESS PROTECTORS - QUILTGUARD MATTRESS PROTECTOR

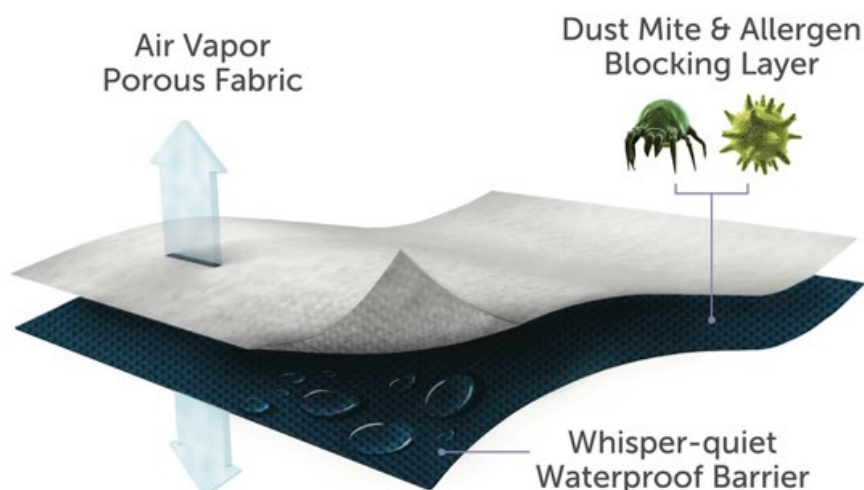
Protect-A-Bed® offers fitted sheet style protectors that are easy to install and remove. Housekeeping can simply remove the mattress protector with the bedding after each guest checks out and send for washing.

(Refer to Appendix 06)



Africa SAFE-T can assist our clients with the procurement of these items.

WATERPROOF MATTRESS MEMBRANE®



YELLOW ZONE - The allocated driver of a vehicle is ultimately responsible for the sanitisation of the specific vehicle. Only he/she may authorise the use of, or embarkment onto the vehicle.

Vehicles should undergo a surface clean after every trip. This is a time-consuming task, and therefore the use of a cold fogger is highly recommended to reduce the time required for sanitising.

SURFACES WHICH MUST BE SANITISED INCLUDE	
Door handles	Heating controls
Ceiling above grab handles	Gloveboxes & storage compartments
Grab handles	Cupholders
Inner door handles & releases	Rear-view mirrors
Window switches	Interior lights
Door pockets	Roll bars & handles
Seatbelts & clips	Keys
Seat adjustment buttons	Headrests
Steering wheel, hooter & controls	Seat pockets
Dashboard & air vents	Rear central tabs
Power buttons	Fuel caps
Gear shifts - full length	Wheel valves
Multimedia screens	Boot lids & close buttons
Boot floor tabs	Parcel shelves
Bonnet lids	

Drivers, staff and guests must sanitise hands before embarking a vehicle. We recommend that a Perspex protection shield is installed behind the guide/ranger/driver's seat. Staff must be conscious that the wearing of a mask will impact on the guests' ability to hear them, and should compensate accordingly. Arrival and departure times of trips for each vehicle should be staggered to create adequate social distancing in the turning-circle/foyer of the lodge.

PROCEDURES SPECIFIC TO GAME DRIVES:

Guests should be allocated to a dedicated ranger/guide, tracker and vehicle for the duration of their stay.

Guides must sanitise hands prior to entering the ranger's room to retrieve the allocated rifle and ammunition. The rifle registry should be signed with guide's personal pen, as sharing of stationery is strictly prohibited. Guides must sanitise hands after signing the rifle register and exiting the room.

Guides/trackers should advise guests that hand sanitizer is available on the vehicle, and offer it to guests;

- Prior to getting onto the game drive vehicle
- Prior to and after each disembarkation

Binoculars are not to be shared, and must be cleaned after each use.

Ponchos and blankets should be laundered after each use. Alternatively, guests should be allocated their own ponchos and/or blankets for the duration of their stay, which they keep with them after each trip. It may be useful to provide the guest with an activities bag for the purpose of storing the blanket/poncho and other items between trips.

Food service on trips is to be portioned per couple or group travelling together, or a silver service buffet should be manned by the ranger/guide/tracker. Food should be prepared and portioned by the kitchen staff because of their understanding of food safety protocols. Drinks must be served to the guests by the ranger/guide/tracker.

Portable food and drink containers must be cleaned with sanitiser after each use. Containers must be placed in a non-porous closable container and returned in the same box for cleaning and sanitising at the lodge.



» ADVENTURE ACTIVITIES

Adventure activities generally take place in outdoor environments and can be carried out safely.

All equipment that is used during the activity must be thoroughly cleaned and sanitized before and after every use.

Activity guides must have their mask and wide vision goggles available to them at all times in case physical distancing is not possible in certain circumstances.

Wearing of face masks during adventure activities (such as walking safari, horse riding and cycling) is not required, provided that social distancing of 1.5 meters between individuals that are not travelling together is maintained. Guests must carry their own water bottle.

Drink/meal stops should follow the same procedure as with game drives and transfers.

» CURIO SHOPS

The size of the shop will determine the number of guests permitted inside at any given time. Guests should still be able to adhere to the 1,5m social distancing regulation when in the shop.

The formula for calculating the maximum number of people allowed in the shop at any given time is:

- Total floor space (length x width) /1.77 = total maximum number of people

NOTE: round the number DOWN to the nearest whole number, not up

Guests must be encouraged not to handle or pick-up items in the shop. Signage should be deployed in this regard. Guests should also be discouraged from returning items to the shop. Should this happen, the items need to be thoroughly sanitised before being placed back in the shop for sale.

» GYM

A booking system should be used, with time allocated for cleaning and sanitising between use. If you choose not to follow a booking system for single people/couples or friends/family of the same group, then you will need to ensure that the capacity in the gym is reduced to limit the number of guests in the area at any one time to no more than 1 person per 3 gym stations. Discretion can be used for people from the same small family/friend group who are travelling together.

Equipment stations in the gym should be spaced 2 meters apart to avoid a non-masked guest from contaminating unused equipment.

All the window and doors of the gym should be open to allow for good ventilation. It is advisable to have a fan actively operating during and after sessions to encourage increased ventilation.

Guests must sanitise/wash their hands before and after using the gym, and are required to wear a mask, except while actively working out.

You should request that your guests to wipe down equipment after each use with disinfectant spray and paper towels (which should be provided in the gym with an appropriate plastic lined no lid bin). This will reduce the risk of exposure for housekeepers.

Supply non-porous “used” signs (as described in the Sanitising and Hygiene Practices section), which guests can place on the relevant equipment after use. Demarcate an area on the gym floor where guests can place used weights. Staff must clean and sanitise all the used equipment and weights before they are used again. The use of a cold fogger for the whole area after each use is highly recommended.





The same dining table should be allocated to guests for the duration of their stay at the lodge. This will reassure them, making them feel safe. Unconnected guests should never be seated together, and staff must not perform seated hosting due to the high risk involved while dining.



Self-service buffets are not permitted. Food should be plated and/or provided in covered single portions as far as possible. Any buffet service should be handled by staff only, and food should be covered with transparent food domes. Self-service machines and receptacles (juice, coffee etc.) should also be manned by staff.



Consider appointing a dedicated bartender for each service to avoid waiters/butlers touching bar items (such as liquor bottles, fridges, tot measurers, etc). This will facilitate an effective one-way workflow with a reduced chain of transmission.

Traditional dining menus should be replaced, and menu options should be accessed via guests' own devices, sanitised tablets, a fixed notice board, printed disposable menus, or within a plastic folder which is sanitised after use by each guest.

All redundant items should be removed from tables, including tablecloths, and only essential items such as salt and pepper should remain. These essential items should be cleaned after each service, or alternatively placed in a dedicated container per table. This enables the same container to be placed onto the guest's specific table at each service, and cleaned after check out before the next guests check in. This will prevent cross contamination and the need for continuous cleaning.

- Sauces, sugar, toothpicks and butter should be removed from tables and provided to guests on request. The containers must be wiped on return to the waiters' station. Butter and jams should be served in individual portions.
- Non-absorbent placemats, such as varnished wood or plastic, may be used but must be sanitised before being placed on the table and directly after use.

Service staff must sanitize their hands immediately before and after handling a guest's crockery, cutlery, glassware, service ware and napkins.

A service clearing system should be implemented with designated containers in a low traffic service area outside the kitchen or in the waiters' station for those items cleared from tables (such as used plates, glasses, cutlery and food waste). The kitchen is a yellow zone, and it is therefore only kitchen staff who should enter the operational area behind the food passes during prep and service. Having a clearing system reduces the foot traffic in the kitchen, which reduces the risk of transmission. Clearing staff should be different to service staff, where numbers permit. Sanitising solution could be put into the containers to allow the items to soak before going to the scullery. This will reduce the risk of exposure to the sculler. The clearing containers could be delivered to the scullery once the food service is completed.

Used glasses or drink containers should never be brought back to the bar for re-filling. Those items must always follow the service clearing system, or go straight to the scullery. This practice will prevent cross contamination from the dining area into the bar, which contains many products and items. The workflow should always be one-way. i.e. bar, restaurant, scullery.



GENERAL

Stagger spa treatment bookings so that only one guest is in the spa reception area at a time. In-room treatments should be encouraged to reduce foot traffic in the spa.

Guests must shower immediately before each body treatment/service - ideally in their room - and put on a clean bathrobe before attending the treatment directly after (the therapist should confirm with the guest that they have done this before commencing the treatment).

Guests should undergo a standard COVID-19 screening when arriving at the spa or before receiving an in-room treatment. Guests must wear masks during treatments.

Staff must wear the correct PPE during treatments. PPE should not be re-used in another session unless the items have been washed and sanitised. Staff must wash and sanitise hands before and after each treatment.

Snacks and welcome drinks should not be served. Bottled beverages are recommended instead.

TREATMENT

Spatulas must be cleaned before being placed into the product containers. Consider using disposable spatulas for optimum infection control.

The guest's feet/hands must be washed with soap and water and then sanitised before being placed into a paraffin wax bath. Do not reuse paraffin dip wax after it is removed from the guest's hands/feet, and discard the hand/foot glove after each use.

Replace the wax bath lids promptly after each use.

POST TREATMENT

Allow for adequate time between bookings so that rooms can be sanitised and prepared between treatments (we recommend 30 minutes between treatments).

Treatment rooms, beds, chairs and nail stations must be sanitized at the start of the day and after each treatment. Linens and towels must be replaced and washed after each treatment. A waterproof mattress protector layer must be placed between an electric blanket and the guest. This is to prevent sweat from penetrating through the spa's linen onto the electric blanket. Spa linen must be washed at a minimum temperature of 70°C using the correct detergents.

Between each treatment all non-porous tools and soaking buckets will need to be cleaned with soap and warm water, and then sprayed with sanitiser. Porous tools should be brushed off over a basin to eliminate as much organic matter as possible before rapid rinsing under running water, followed by sanitisation. Porous tools and non-porous tools should be sanitised in a UV-C Light Box before being used in the next treatment.

All bottles and product containers must be wiped down with a sanitiser at the start and end of each day, and after each use. Change rooms, lockers and keys must be cleaned and sanitised after every guest's use.

Spa swimming pools and jacuzzis must be at the maximum safe levels of chlorine or other anti-bacterial agents, and should be checked three times a day.

Fogging should be considered as part of the sanitising process for treatment rooms, change rooms, bathrooms, saunas and steam showers. Handheld UV-C Light Sterilisation should be used between the treatments for sensitive electronic equipment, such as face microscopes, facial steamers and foot paraffin dip containers.



The washing machine area is a **RED ZONE**, while all other areas are **YELLOW ZONES**. Under no circumstances may laundry attendants enter the **YELLOW ZONE** wearing contaminated PPE.

OUTSOURCED LAUNDRY

Off-premises laundries must issue a letter of guarantee that they are compliant in terms of SANS 10146.

IN-HOUSE LAUNDRY

Before entering the laundry, laundry attendants must ensure that their hands are washed properly and then sanitised. Laundry attendants must put on the correct PPE.

Before any equipment is used, or on opening the laundry in the morning, laundry attendants must sanitise all surfaces. It is important that the washing machine and tumble dryer doors - inside, outside and the door handle - are sanitised. The ironer is to be sanitised, avoiding the belts. All linen containers/baskets must be washed with soap and water and then sanitised.

The used linen received from the rooms in the laundry bags is to be opened one bag at a time and sorted into towelling and linen. Do not open all bags at once; only enough to fill the washing machines. The used linen is then placed in the washing machine and washed at the correct setting and temperature. Laundry attendants must use the correct settings and not bypass any wash processes.

Whilst the items are being washed; The used linen containers/baskets must be washed with soap and water and then sanitised. Used linen containers/baskets may NOT be used for clean linen. The **RED ZONE** floors should be cleaned, first with a floor detergent and then sanitiser.

When the cleaning process is complete, laundry attendants must sanitise their hands and then commence with removing their dirty PPE in the following order (sanitising their hands between each step):

1. Apron (placed into a laundry bag for washing)
2. Shoe covers
3. Gloves
4. Wide vision goggles (into a sanitising bath)
5. Mask (into a laundry bag for washing). A new clean mask should be put on.

At the exit of the red zone there should be a large plastic bucket half filled with sanitising solution - this is called a sanitising bath. Reusable PPE should be placed into the sanitising bath after removal. The PPE soaking in the sanitiser bath can be removed from the bath after 15 minutes, and hung up to air dry.

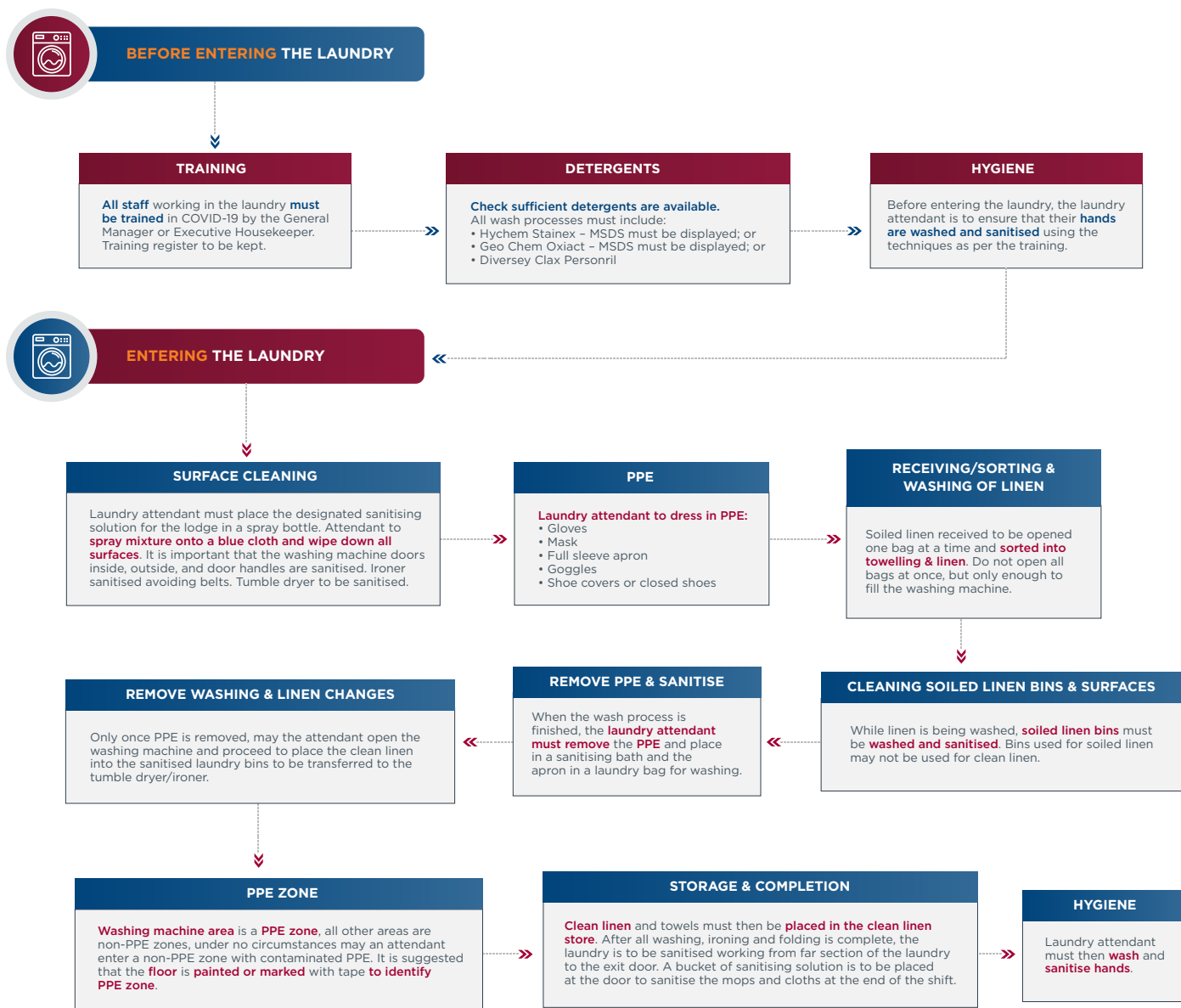
When the washing process is complete, laundry attendants must wash and sanitise their hands before opening the washing machine. Clean linen should be placed into the clean and sanitised laundry container/basket to be transferred to the tumble dryer, washing line or ironer for drying and ironing. Clean linen and towels are then placed in the clean linen store.



It is suggested that linen changes are not all on done on the same day to avoid a backlog in the laundry.

After all washing, ironing and folding is complete the laundry itself is to be cleaned and sanitised, working from the far section of the laundry to the exit door. A bucket of sanitiser solution is to be placed at the door for the mops and cloths at the end of the shift. A cold fogger should be used to deep clean the laundry areas daily.





Training regarding laundry procedures and PPE use is essential for laundry staff. This should be provided when they first return to work after lockdown or after extended leave, and should be repeated weekly.

Staff performing laundry duty must be dedicated to this role during a shift. They should not perform housekeeping AND laundry on the same shift due to the high level of safety precautions required in each different zone. Multitasking can lead to a cognitive overload, which will lead to errors. If insufficient staff are present to allocate dedicated roles, we recommend splitting the duties to refreshing and prepping new rooms for guests in the morning, followed by a break, and then laundry in the afternoon. No multi-tasking on the same shift should be performed the far section of the laundry to the exit door. A bucket of sanitiser is to be placed at the door for the mops and cloths at the end of the shift.

A cold fogger should be used to deep clean the laundry areas daily.



KITCHEN

YELLOW ZONE - Only kitchen staff should enter during active operations

Menus should be simplified to reduce production complexities and therefore the number of staff required. This will also reduce the range of suppliers required, minimising external interactions.

Equipment and workstations must be sanitised frequently using surface sanitisers, including counters, handles, knobs, dials, switches and static equipment. Utensils, pots, pans and receptacles should undergo more frequent washing. The exteriors of any packaged food item not completely utilised, as well as all food containers should be sanitised with wipes after each use before returning them to the storage unit/pantry/fridge.

Chefs must never touch crockery, cutlery, glassware or service ware that has left the kitchen. Those items must always follow service clearing procedures or go straight to the scullery. This practice will prevent cross contamination from the dining area into the kitchen. The workflow should always be one-way. i.e. Kitchen, Restaurant, Scullery.

Apply the **Seven Principles of HACCP** which relate to food safety management.

A cold fogger should be used to deep clean the kitchen areas and storage areas daily.

SCULLERY

RED ZONE - Only scullery staff wearing the prescribed PPE

Before entering the scullery, scullers must ensure that their hands are washed and sanitised properly and must put on the correct PPE.

Kitchen equipment and crockery/cutlery and glassware should be washed separately. High temperature dishwashing cycles must be used, or items must be washed with warm water and soap followed by a sanitiser solution dip before rinsing with plain water and finally air drying.

Whilst the items are air drying the sculler should clean the **RED ZONE** floor (first with a floor detergent and then with sanitiser) and sanitise the work surfaces.

When the cleaning process is complete, scullers must sanitise their hands and then commence with removing their dirty PPE in the following order (sanitising their hands between each step):

1. Apron (placed into a laundry bag for washing)
2. Shoe covers
3. Gloves
4. Wide vision goggles (into a sanitising bath)
5. Mask (into a laundry bag for washing). A new clean mask should be put on

At the exit of the red zone there should be a large plastic bucket half filled with sanitising solution - this is called a sanitising bath. Reusable PPE should be placed into the sanitising bath after removal. After 15 minutes, the PPE soaking in the sanitiser bath can be removed from the bath and hung up to air dry.

The sculler must wash and sanitise hands, and can then pack the clean items into the correct storage locations.

Equipment and workstations (including counters, handles, knobs, dials, switches and static equipment) must be sanitised frequently using surface sanitisers. After all washing is complete the scullery itself is to be cleaned and sanitised, working from the far section of the scullery to the exit door. A bucket of sanitiser is to be placed at the door for the mops and cloths at the end of the shift.

Cold foggers should be used to deep clean the scullery area daily.



» GOODS RECEIVING/DELIVERIES

Staff members involved in receiving goods and deliveries must wear the correct PPE, and wash hands before and after each delivery.

External delivery personnel must wear a mask and undergo screening to be entered into a register of visitors through a procedure identical to staff and guests.

Refer to SCREENING_GENERAL ENTRY SCREENING LOG SHEET (Refer to Appendix 04). 

All goods must be offloaded and sprayed with sanitiser at an offloading area before entering the stores and refrigerators. Delivery personnel are not to enter kitchens or stores. Only on-site staff may receive the goods after sanitising them.

The entire offloading area and all its surfaces should be sanitised after a delivery is complete and the delivery personnel have departed.

Any supplier who enters any business premises must wear a face mask, have their temperature checked, be screened for COVID-19 symptoms, be entered into a register of visitors, and undergo sanitising through a procedure identical to staff and guests.

» MAINTENANCE

Maintenance should only be done in areas where no guests are present, and maintenance staff must wear the correct PPE, and wash hands before and after each task.

All contractors must wear a mask and undergo screening and be entered into a register of visitors through a procedure identical to staff and guests.

Refer SCREENING_GENERAL ENTRY SCREENING LOG SHEET (Refer to Appendix 03). 

All contractors' equipment brought into the lodge should be sanitised or fogged, and all areas that contractors have had contact with must be deep cleaned and fogged.



SECTION 9: PROCEDURES FOR GUESTS & STAFF WITH COVID-19 SYMPTOMS

All staff should be trained on protocols and procedures on how to deal with guests and staff presenting with COVID-19 symptoms.

It is important that a senior staff member on duty is tasked with coordinating and managing a controlled response to the incident.

The lodge must have at hand the telephone numbers of the health authorities, medical centres, general practitioners, public and private hospitals and COVID-19 testing centres.

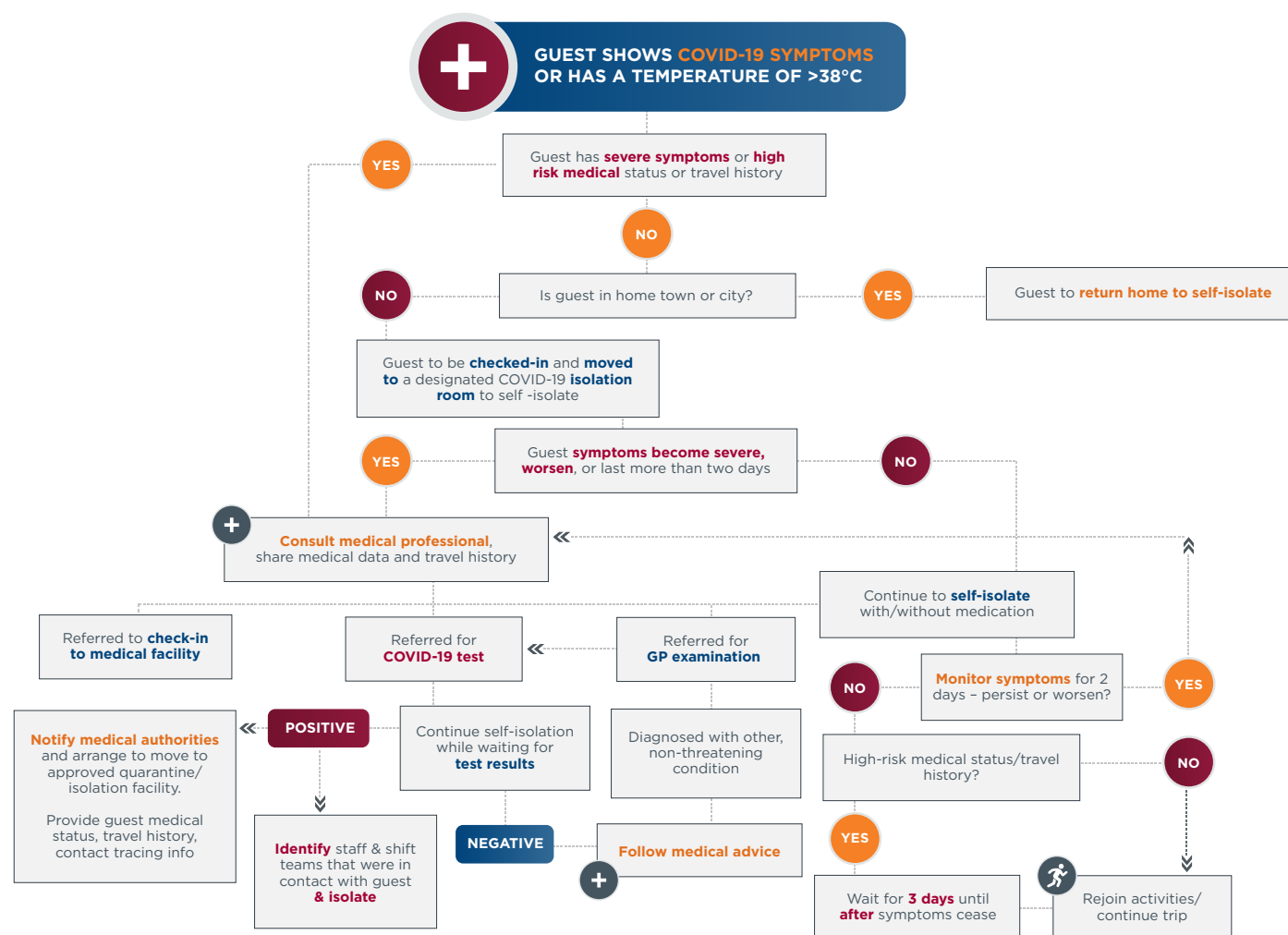


The Africa SAFE-T 24/7 Incident Management Centre has all this information available for our clients.

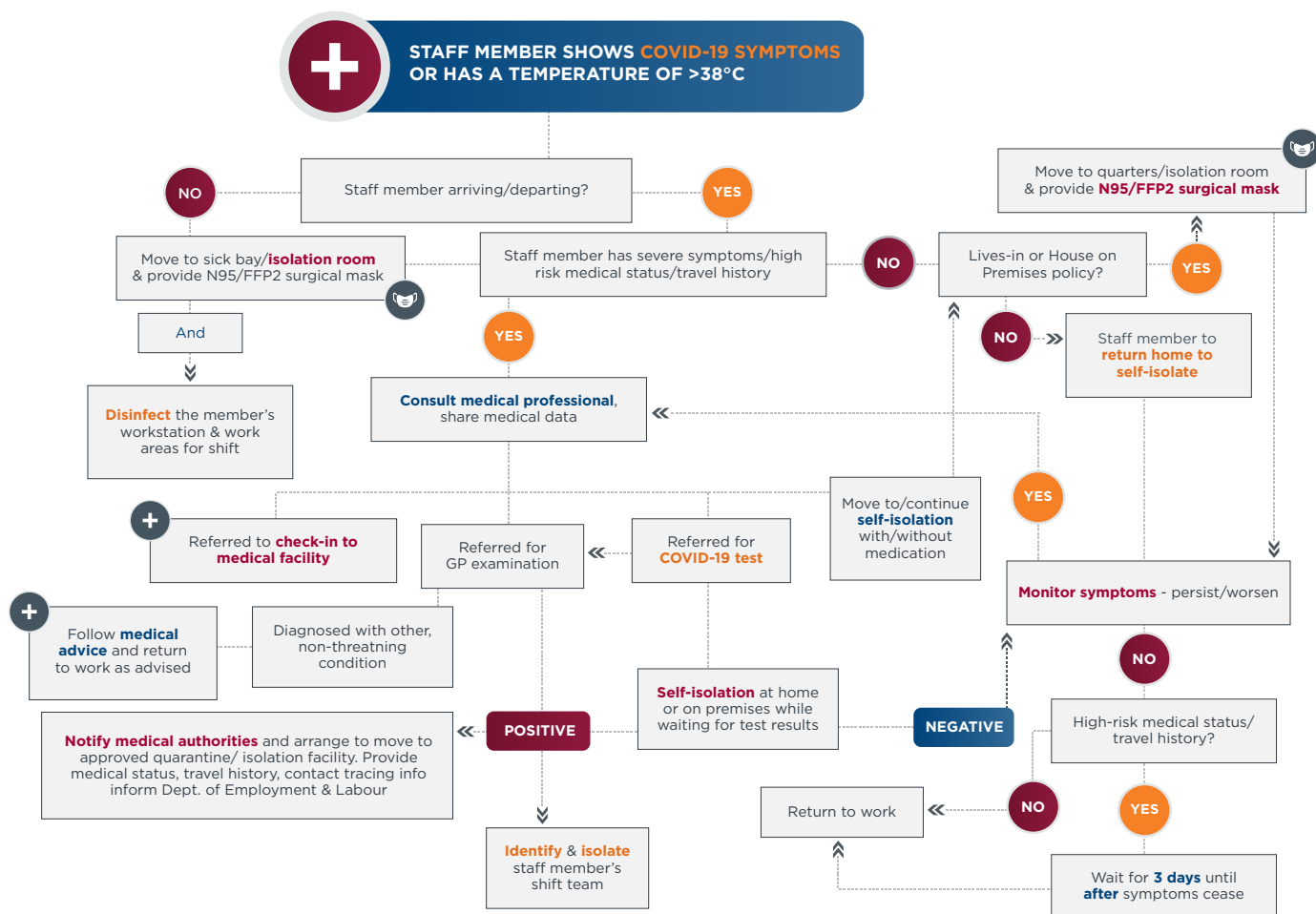
PROCEDURE WHEN SYMPTOMS ARE IDENTIFIED

If a guest or staff member displays any symptoms of COVID-19 prior to arriving at the property, reporting for duty, checking-in, before pick-up etc., they should be asked to return home (where possible), to contact their healthcare professional, to self-isolate and monitor their symptoms. This is unless symptoms are already severe, in which case a medical professional should be consulted immediately,

STEP BY STEP GUIDE FOR NON-AFRICA SAFE-T CLIENTS PERTAINING TO GUESTS ON PROPERTY PRESENTING WITH SYMPTOMS.



STEP BY STEP GUIDE FOR NON-AFRICA SAFE-T CLIENTS PERTAINING TO STAFF ON PROPERTY PRESENTING WITH SYMPTOMS.



If the guest or staff member presents with symptoms while at the property and they have their own private transport available, it is advisable that they leave the property and travel to their primary residence to self-isolate. This procedure will eliminate any continued potential COVID-19 exposure. The suspected person CANNOT use any form of public transport to return to their primary residence.

If the guest or staff cannot return home for whatever reason, they must be moved to a designated COVID-19 isolation room or their guest suite. They should not touch any objects or doors en-route to the room, and an escort may be needed to open doors and clear the path. The person should immediately be provided with an N95/FFP2 mask to wear once they have been identified as a potential case of COVID-19. They should wash their hands and sanitise before removing their cloth mask, and again before and after putting on the N95/FFP2 Mask.



Africa SAFE-T clients should call the 24-hour Africa SAFE-T Incident Management Centre for immediate guidance.



STEP BY STEP GUIDE FOR AFRICA SAFE-T CLIENTS PERTAINING TO GUESTS ON PROPERTY PRESENTING WITH SYMPTOMS.




If a guest is arriving and has no means of non-public transport to their primary residence OR is already on-site and presents with symptoms of COVID-19 then the following is recommended.

1. Upon being notified of the potential case, ask the guest to immediately proceed to their suite or the dedicated isolation room without touching any objects. Ensure that the guest is wearing a cloth face mask. Someone will need to escort the guest to open doors etc. along the route.
-  2. **The COVID-19 Compliance Officer must be informed and contact the Africa SAFE-T Incident Management Center to request assistance.**
-  3. **The Africa SAFE-T Incident Management Center will ask to speak to the patient to perform screening and determine the severity of illness. Please transfer the call to the patient's room.**
4. Limit the number of people in contact with the patient. If absolutely necessary, we recommend that only one first responder remains with the patient.
5. The First Responder and patient MUST both wash their hands, remove their cloth face masks, wash or sanitize their hands again and **put on a medical mask** as soon as possible while Africa SAFE-T's medical response unit responds to the property. The First Responder, where possible, should maintain a distance of at least two meters between himself/herself and the patient. Avoid rubbing your eyes, nose or mouth while in close proximity to the patient.
6. Once the on-site emergency care practitioner arrives on site he/she will assess the patient. The practitioner will telephonically discuss their finds with the Incident Manager and DOCTOR on duty to formulate a plan of action.
7. The First Responder should thoroughly wash his/her hands, forearms and elbows with soap, once he/she leaves the patient. Always dry hands with a paper towel and not a normal linen towel. The paramedic will empty the plastic lined dustbin when departing and dispose of the refuse in a proper medical waste container.
-  8. **Africa SAFE-T can collect an onsite throat swab for testing which the guest would need to pay for. Alternatively, the guest would need to consult with the nearest medical practitioner who will then refer the patient to the nearest testing facility.**
-  9. **Africa SAFE-T will package the throat swab and provide instructions on where the swab must be delivered to for testing. Should the lodge not be willing to assist with the transport of the swab, then the testing cannot be performed on site and the guest would need to consult with the nearest medical practitioner who will then refer the patient to the nearest testing facility.**
10. The guest will need to remain in isolation while awaiting the test results which is approximately 2 days.
11. If the results are negative the isolation ends immediately. If the results are positive, Africa SAFE-T will contact the NDoH Hotline and relay any requirements or instructions to the COVID-19 Compliance Officer and patient.



STEP BY STEP GUIDE FOR AFRICA SAFE-T CLIENTS PERTAINING TO STAFF ON PROPERTY PRESENTING WITH SYMPTOMS.

If a staff member that is already on-site presents with symptoms of COVID-19 then the following is recommended.

1. Upon being notified of the potential case, ask the staff member to immediately proceed to their on-site residential unit or the dedicated isolation room without touching any objects. Ensure that the person is wearing a cloth face mask. Someone will need to escort them to open doors etc. along the route.
-  2. **The COVID-19 Compliance Officer (CCO) must be informed and the CCO must contact the Africa SAFE-T Incident Management Center to request assistance.**
-  3. **The Africa SAFE-T Incident Management Center will ask to speak to the patient to perform screening and determine the severity of illness. Please transfer the call to the patient's room.**
4. Limit the number of people in contact with the patient. If absolutely necessary, we recommend that only one first responder remains with the patient.
5. The First Responder and patient MUST both wash their hands, remove their cloth face masks, wash or sanitize their hands again and put on a medical mask as soon as possible while Africa SAFE-T's medical response unit responds to the property. The First Responder, where possible, should maintain a distance of at least two meters between himself/herself and the patient. Avoid rubbing your eyes, nose or mouth while in close proximity to the patient.
6. Once the on-site emergency care practitioner arrives on site he/she will assess the patient. The practitioner will telephonically discuss their finds with the Incident Manager and DOCTOR on duty to formulate a plan of action.
7. The First Responder should thoroughly wash his/her hands, forearms and elbows with soap, once he/she leaves the patient. Always dry hands with a paper towel and not a normal linen towel. The paramedic will empty the plastic lined dustbin when departing and dispose of the refuse in a proper medical waste container.
-  8. **Africa SAFE-T will make the necessary arrangements for medical consultation and testing to be performed. If the patient is a staff member, the COVID-19 Compliance Officer must request that the HR Manager complete the required Workers Compensation Fund forms as well as the specific COVID-19 questionnaire.**
9. If the suspected staff member is unable to travel home to self-isolate, the patient may have to be self-isolated onsite while the results are pending.
10. In the event of a staff member testing **POSITIVE**, Africa SAFE-T will contact the NDoH Hotline as per the Directive and relay any requirements or instructions to the COVID-19 Compliance Officer. The HR Manager must notify the Local Department of Labour.

If it is not practical to self-isolate the guest or staff member on-site and they do not have their own private transport available, then transport should be arranged (in a manner that does not put other workers or members of the public at risk) either to be self-isolated or for a medical examination or testing. This can either be conducted by the lodge or a transfer company that accepts the transportation of COVID-19 suspected individuals.



Africa SAFE-T clients should call the 24-hour Africa SAFE-T Incident Management Centre for immediate guidance.



We recommend an open vehicle for the purpose of transportation for adequate ventilation purposes. If this is not possible, then the passenger must sit in the furthest rear seat of the vehicle opposite the driver, the vehicle windows should be open, ventilation re-circulation function must be off and the driver must wear the correct PPE (Wide vision goggles, N95 mask, gloves, overall and shoe covers). The vehicle must be fogged and cleaned after use.



POST IDENTIFICATION CLEANING PRACTICES

Areas known to have been utilised by the guest or staff member concerned (determined by track and tracing methods) should undergo a decontamination deep clean by designated, low-risk staff only with PPE (wide vision goggles, N95 mask, gloves, overall and shoe covers). If possible, the guest suite can also be left unutilised for 5 to 7 days before cleaning, to allow any traces of the virus on surfaces to die.

Decontamination deep cleaning involves a three-step process:

1. Cleaning with normal household detergents
2. Surface sanitisation
3. Fogging

SELF ISOLATION CAPACITY

We recommend that you have a dedicated accommodation unit available to serve as a guest isolation room in the event that a guest cannot return home to self-isolate while awaiting results. This will avoid a situation where a new guest arrives at your property and there is no available accommodation.

ISOLATION ROOM

A well ventilated and contained room should be identified to accommodate a guest or staff member showing signs of COVID-19. Guests should be isolated in their suite, while staff should be isolated in their accommodation (provided that this unit is not shared with another staff member, in which case a dedicated room will be required). Isolation rooms must have their own dedicated ablution facilities.

If you do not have a dedicated isolation room allocated, you could create a dynamic isolation zone containing the following:

Bed and other routine residential furniture	Biohazard waste box set
Television	Cough suppressant
Telephone	Paracetamol tablets
Tea and coffee station	Throat lozenges
Non-porous container with crockery, cutlery and glassware	Vitamin C Supplement
Disposable gloves	Vitamin D Supplement
Medical masks (at least N95/FFP2)	Zinc Supplement
Handwashing station	3-Litre water bottle with
Paper towels	Pulse oximeter and infrared thermometer
Hand sanitizer	Portable oxygen cylinder and oxygen mask (optional)



» MONITORING OF PEOPLE IN ISOLATION



Self-isolation is a legislative requirement. If a staff member or guest does not agree to self-isolate and/or insists on partaking in activities, we strongly recommend that your COVID-19 Compliance Officer contacts the local Department of Health authorities and the National Coronavirus Hotline to seek assistance.

The suspected person will be required to isolate, not participate in activities and eat meals in their room.



Africa SAFE-T can assist our clients with identifying and notifying the relevant local authorities.

Suspected persons that are in isolation must be cared for by designated, low-risk staff with the correct PPE (face visor, N95 mask, gloves and apron).

When caring, serving or cleaning for or after a suspected or confirmed case of COVID-19, biohazard disposable waste bags, boxes and containers must be used for waste items (including the PPE).

Contact your local medical partner to arrange for the correct disposal of the biological waste.

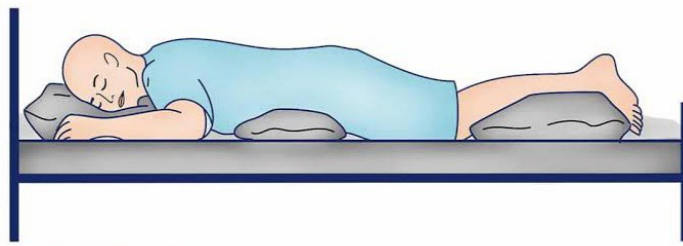


Africa SAFE-T assists our clients with the collection and proper disposal of biological waste.

The suspected case must drink plenty of fluids. They should drink sufficient water to ensure that urine is pale and clear in colour. Avoid alcohol as it will lead to dehydration. Avoid strenuous activity while unwell and ensure that they get sufficient rest.



Recommended Sleeping Position



Temperature and pulse oximeter readings should be recorded three times a day. Temperature and pulse oximeter monitoring is important as it assists with identifying which suspected cases need early referral to appropriate medical facilities.



URGENT ATTENTION IS REQUIRED IF THE PATIENT FEELS ILL AND HAS ANY OF THE FOLLOWING;

- **A temperature above 38°C**
- **A pulse beat per minute greater than 100**
- **An oxygen saturation reading below 94%**

It is important to refer to the manufacturer's instructions on the correct use of the monitoring devices. It is also advisable to re-check a person's readings 15 minutes after the initial reading to determine if the results are consistent.



If the symptoms are severe, if they worsen or if they persist for two days, a medical professional should be consulted according to the contact list that the lodge has on file. Based on the medical professional's recommendation, the guest should either be:

- Referred for a COVID-19 test
- Examined by a medical practitioner, on-site or at the doctor's practice
- Recommended to continue self-isolating (with or without medication)
- Referred directly to a hospital for admission with ambulance transportation

The guest or staff member would have to be transferred to the testing facility for the test. If a suspected person is referred for a COVID-19 test, the results are usually only released within 48 to 72 hours. The timeline is however dependent on the workload of the specific private laboratory. The guest or staff member will need to continue self-isolating while waiting for the results.



Africa SAFE-T can assist our clients with collecting test samples on site but will require the assistance of the lodge to deliver the sample to the nearest testing facility. This method avoids exposing drivers and other staff to the suspected case during transport.

Staff members and guests who test positive for COVID-19 will be required to quarantine for a minimum of 13 days from the start of symptoms. If symptoms persist beyond 10 days from onset, a longer isolation period is required. At least 3 days of NO symptoms must be observed, during which use of antipyretic medication must have stopped. The patient will not be required to have a test after the quarantine period as they are deemed non-infectious from that time.

In the event that you are unable to quarantine a guest or staff member on site;

- Foreign nationals will incur a fee for access to government facilities.
- Private facilities involve a fee for both foreign and local nationals.

It is important to note that the North West province currently has no private quarantine facilities available.



Africa SAFE-T has a comprehensive list of both private and government quarantine facilities in our areas of operations.



SECTION 10: TRACK AND TRACE

The lodge may be informed of potential exposure to a person of risk (a previous guest or staff member who stayed or was transported by the lodge) during the 72 hour period before the onset of symptoms, or during symptoms.

In order to track the movements of a guest, staff member or other person for exposure tracking purposes, you will need to keep sufficient record to reasonably track the person's movements, activities and locations each day.

For example;

In the event of a guest displaying symptoms or testing positive, the tracking questions would include:

- What time did they check in and out?
- Which room were they allocated to?
- Who was their Guide/Ranger?
- Which vehicle did they utilise?
- Which game drives or activities did they attend and skip?
- Which table did they eat at?
- Who was their butler/waiter on each day?
- Who was their sculler on each day?
- Who was their housekeeper on each day?
- Who was their laundry attendant on each day?
- Did they have any spa treatments?
- Who was their spa therapist?
- Did they utilise the gym?
- Who cleaned the gym after they used it?
- Which other guests were on their game drive/transfer vehicle/s?
- Who was their driver?
- Who performed the parking valet service for their private vehicle?

In order to obtain this level of information, a set of identifying codes for certain areas will be needed for the duration of the national disaster and possibly beyond. Such as table numbers, spa room numbers, vehicle numbers etc.

Departments in the lodge will need to each keep an accurate activities register for spa treatments, game drives, gym use, dining table and waiter/butler allocations, vehicle valet, housekeeping allocations, laundry shifts and scullery shifts as these are all activities which involve reasonable risk of transmission.

Any person who had a high risk exposure to a positive or suspected case within the 72 hour window prior to the onset of symptoms onwards will need to be informed and will require isolation until either a negative result is obtained, or for 14 days from the date of exposure if the person tests positive.



Africa SAFE-T is able to assist our clients with the process of identifying and notifying contacts.

A high-risk exposure means that you had:

- Face-to-face contact within 1 meter without using the proper PPE
- Contact with items used by the person before cleaning and sanitising without using the proper PPE
- Contact in a closed space with the person





COVID-19 PROTOCOLS PLEDGE

I,....., owner and CEO of.....,

a business which operates..... in the travel industry and tourism industry, hereby pledge that, in all our business operations, which are open for business, and in any and all of our premises, vehicles, crafts and sites, we still adhere, during all operating times, to the **Travel and Tourism Industry Standard Protocols for COVID-19 Operations**, as issued by The Tourism Business Council of South Africa, and updated from time to time, and continue to so adhere, until such Protocols are reached or replaced by alternative industry health and safety operating protocols.

In addition, where we procure from, or our services are integral with those of emerging small and micro enterprises, we will support and assist those enterprises to adhere to these COVID-19 Protocols.

We,....., do this in recognition of our critical role to provide safe transport, safe accommodation and safe activities and experiences through-out our country in this time of the COVID-19 pandemic.

We commit to these Protocols because we understand that we carry utmost responsibility to protect our staff and to protect our guests, passengers, visitors and clients from COVID-19 risk, and we additionally acknowledge that we have a particular duty of care to high-risk staff and high-risk guests, visitors, passengers and clients, with respect to the Coronavirus risk.

Further, we acknowledge that we adopt and follow these Protocols because we recognise our role as an industry, to support the leaders of our country, in their aims and measures taken to minimise the spread of Coronavirus, and flatten the curve of the COVID-19 pandemic, in order to further the well-being of all the people of South Africa.

NAME:

DATE:

SIGNATURE:



MANAGER APPOINTMENT - CLAUSE 16(5)

DOCUMENT TITLE	CLAUSE 16(5) MANAGER APPOINTMENT			
APPLICABLE COMPANY	DOCUMENT NUMBER	REVISION	ISSUE DATE	ELEMENT NUMBER
Name of Company	XXX/ Directive Reg 10(8) of DMA / C16.5	1	0/0/2020	

APPROVAL	NAME	JOB TITLE	SIGNATURE	DATE
DOCUMENT OWNER				
APPROVED BY				

Directive by The Minister of Employment and Labour in Terms of Regulation 10 (8) of the Regulations Issued by The Minister of Cooperative Governance and Traditional Affairs in Terms of Section 27 (2) Of the Disaster Management Act, 2002 (Act No. 57 Of 2002)
Clause 16(5)

(APPOINTEES NAME)

I, (Appointer's Full Name) the (Legislative reference of appointment/ CEO or Section 16(2) appointee) appointee of (Appointer's Area) hereby appoints you (Appointee's Full Name) as the Clause 16(5) Manager responsible for the area known as (Appointee's Area).

In relation to the management of COVID-19 within the organisation, you are responsible to address employee and/or workplace representative concerns and to keep them informed.

You shall consult with your workplace health and safety committee on the nature of the hazard (COVID-19) in the workplace and the measures that need to be taken.

You are also required to ensure that all statutory requirements are met at all times.





Save Lives. Protect Reputations. Add Value.

YOU MAY NOT FURTHER ASSIGN THIS DUTY.

Your appointment is valid from (Start Date).

You shall report (Time Period) directly to myself on all occupational health and safety matters arising out of (Appointee's Area).

.....
(Appointer's Signature)

.....
(Date)

Kindly confirm your acceptance of this appointment by completing the following:

ACCEPTANCE

I, (Appointee's Full Name) understand the implications of the appointment as detailed above and confirm my acceptance.

.....
(Appointer's Signature)

.....
(Date)



INDIVIDUAL ENTRY & DAILY SCREENING LOG SHEET



Surname	First Names	Date of Birth
---------	-------------	---------------

DATE: DD/MM														
TEMPERATURE °C														
(NO MEDICATION)														
SYMPTOMS (CIRCLE Y OR N)														
SORE THROAT	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
COUGH	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
LOSS OF SMELL OR TASTE	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
BODY ACHES	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
CHILLS	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
SHORTNESS OF BREATH	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
REDNESS OF THE EYES	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
NAUSEA/VOMITING/DIARRHOEA	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
FATIGUE/ WEAKNESS	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N



[illegible]

GUEST COVID-19 LIABILITY WAIVER

I acknowledge the contagious nature of the Coronavirus/ COVID-19, and that public health authorities still recommend practicing social distancing, respiratory etiquette and the use of adequate masks to prevent the spread of the virus.

I further acknowledge that **[Company Register's Name]** has put in place preventative measures to reduce the spread of the Coronavirus/ COVID-19.

I further acknowledge that **[Company Registers Name]** cannot guarantee that I will not become infected with the Coronavirus/ COVID-19. I understand that the risk of becoming exposed to and/ or infected by the Coronavirus/ COVID-19 may result from the actions, omissions or negligence of myself and others, including (but not limited to) employees and other clients/ visitors/ guests and their families.

I voluntarily seek services provided by **[Company Registers Name]** and acknowledge that I am increasing my risk of exposure to the Coronavirus/ COVID-19. I acknowledge that I must comply with all set policies and procedures of the facility to reduce the spread of the Coronavirus/ COVID-19 while attending the facility.

I affirm that:

- Neither I nor any member of my household currently has or has experienced any of following symptoms within the past 30 days - cough, shortness of breath or difficulty breathing, fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell. Furthermore, I will immediately inform an employee of the facility if I or any member of my household develops any of the aforementioned symptoms, and will follow their policy and procedures for such events.
- Neither I nor any member of my household has been diagnosed with COVID-19 within the past 14 days. Furthermore I will immediately inform an employee of the facility if I am diagnosed with COVID-19 within 15 days of my departure from the facility.
- I have not knowingly been exposed to someone with a suspected and/ or confirmed case of the Coronavirus/ COVID-19 in the past 14 days.
- I am following all public health authority recommended guidelines as much as possible and limiting my exposure to the Coronavirus/ COVID-19.



»» *Save Lives. Protect Reputations. Add Value.*

I hereby release and agree to hold **[Company Registers Name]** harmless from, and waive on behalf of myself, my estate, and any personal representatives, any and all causes of action, claims, demands, damages, costs, expenses and compensation for damage or loss to myself and/ or property that may be caused by any act, or failure to act of the facility and/ or its employees and/ or agents, or that may otherwise arise in any way in connection with any services received from **[Company Registers Name]**.

I understand that this release discharges **[Company Registers Name]** from any liability or claim that I, my estate, or any personal representatives may have against the business and/ or it's employees and/ or agents with respect to any bodily injury, illness, death, medical treatment, or property damage that may arise from, or in connection to, any services received from **[Company Registers Name]**.

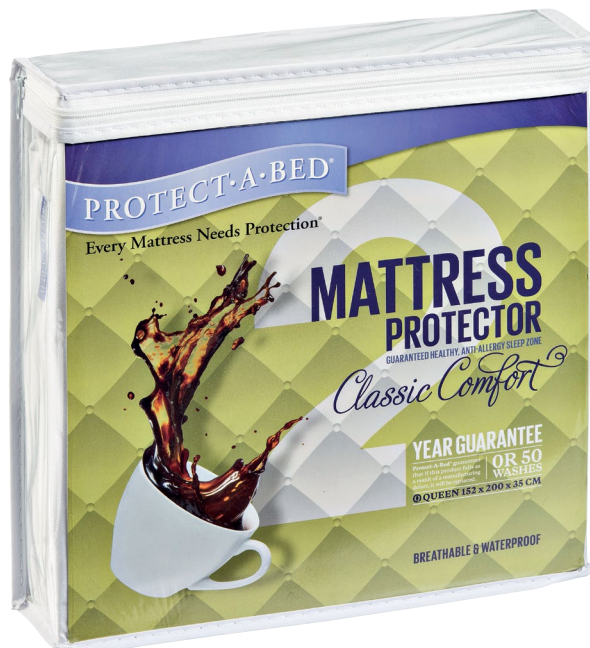
This liability waiver and release extends to the business together with all owners, partners, members, agents and employees.



PROTECT·A·BED®

Classic Comfort is an air vapour-porous, waterproof, anti-allergy, mattress protector that offers superb quality and style at an affordable price. This performance fibre mattress protector is smooth and thin, giving you a cool, comfortable sleep.

BENEFITS OF *Classic Comfort*



- Everyday mattress protection
- Best suited for light accidents



- ✓ Miracle Membrane is waterproof yet breathable (air vapour-porous) acting the same way as the human skin

- ✓ Whisper quiet



100%
Waterproof

- ✓ Protects mattresses from stains (accidental spills, perspiration and bodily fluids)



Allergen
Barrier

Dust Mite
Barrier

- ✓ Effective in preventing bacteria and dust mites from breeding in your pillow and mattress (a major cause of asthma, eczema and rhinitis)



Temperature
Regulating

- ✓ Guaranteed to moderate temperature and enhance sleeping comfort



Fitted
Style

- ✓ Can be used on all visco-elastic, inner spring and latex mattresses
- ✓ Fitted sheet style
- ✓ Electric blanket safe



Easy
Care

- ✓ Machine washable (HOT) and tumble dry (MEDIUM)
- ✓ Wash durability rating: > 50 washes



AVAILABLE SIZES:

Single	92 x 200 x 35cm
Three Q	107 x 200 x 35cm
Double	137 x 200 x 35cm
Queen	152 x 200 x 35cm

NB: Expandable skirt ensures protector fits any depth of mattress (25-40cm)

Tested for harmful substances according to Oeko-Tex Standard 100

Toll Free:
0800 775 775
www.protectabed.co.za



Protect-A-Bed products have been classified as class 1 medical devices by the FDA.



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PROTECT·A·BED®

These pillow protectors are super soft, absorbent and whisper quiet, while remaining ultra-thin and breathable. They protect the sleeper from allergens, dust mites and bacteria that lurk in pillows while also protecting the life span of the pillow itself.

BENEFITS OF *Premium Deluxe & Superior Comfort* PILLOW PROTECTORS



- Cotton terry towel surface offers outstanding absorbency
- Everyday pillow protection



- ✓ Miracle Membrane is waterproof yet breathable (air vapour-porous) acting the same way as the human skin
- ✓ Whisper quiet to sleep on



100% Waterproof

- ✓ Protects pillows from stains (accidental spills, perspiration and bodily fluids)



Allergen Barrier Dust Mite Barrier

- ✓ Effective in preventing bacteria and dust mites from breeding in your pillow (a major cause of asthma, eczema and rhinitis)



Temperature Regulating

- ✓ Cool and comfortable to sleep on



Encasement style

- ✓ Total coverage solution wraps around the entire pillow with zippered closure



Easy Care

- ✓ Machine washable (HOT) and tumble dry (MEDIUM)
- ✓ Wash durability rating: > 50 washes
- ✓ Can be sterilized at 121 °C



AVAILABLE SIZES:

Standard 48 x 71cm
King 50 x 90cm

Tested for harmful substances according to Oeko-Tex Standard 100

Toll Free:
0800 775 775
www.protectabed.co.za



Protect-A-Bed products have been classified as class 1 medical devices by the FDA.



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PROTECT-A-BED®

Premium Deluxe is one of Protect-A-Bed®'s most popular mattress protectors.

Featuring a cotton terry towel surface for excellent absorbency and comfort, Premium Deluxe is the benchmark in mattress protection.

BENEFITS OF *Premium Deluxe*



- Cotton terry towel surface offers outstanding absorbency
- Ideal for heavy accidents, including incontinence and bedwetting



- ✓ Miracle Membrane is waterproof yet breathable (air vapour-porous) acting the same way as the human skin
- ✓ Whisper quiet



- ✓ Protects mattresses from stains (accidental spills, perspiration and bodily fluids)
- ✓ Especially helpful in cases of incontinence



Allergen Barrier Dust Mite Barrier

- ✓ Effective in preventing bacteria and dust mites from breeding in your pillow and mattress (a major cause of asthma, eczema and rhinitis)



Temperature Regulating

- ✓ Guaranteed to moderate temperature and enhance sleeping comfort



Fitted Style

- ✓ Can be used on all visco-elastic, inner spring and latex mattresses
- ✓ Fitted sheet style
- ✓ Ultra thin with 4 way stretch - does not detract from the comfort of the mattress
- ✓ Electric blanket safe



Easy Care

- ✓ Machine washable (HOT) and tumble dry (MEDIUM)
- ✓ Wash durability rating: > 200 washes
- ✓ Can be sterilized at 121 °C



AVAILABLE SIZES:

Single	92 x 200 x 35cm
Three Q	107 x 200 x 35cm
Double	137 x 200 x 35cm
Queen	152 x 200 x 35cm
King	183 x 200 x 35cm
Super King	200 x 200 x 35cm
Extra Super King	220 x 220 x 40cm

NB: Expandable skirt ensures protector fits any depth of mattress (25-40cm)

Tested for harmful substances according to Oeko-Tex Standard 100

Toll Free:
0800 775 775
www.protectabed.co.za



Protect-A-Bed products have been classified as class 1 medical devices by the FDA.



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PROTECT·A·BED®

Made from 100% quilted cotton, with a deep padded cotton fill that provides a luxurious feel and superior comfort, QuiltGuard enhances the feel of your mattress.

QuiltGuard is an air vapour-porous, waterproof, anti-allergy, mattress protector that offers superb quality and style.

BENEFITS OF *Quilt Guard*



- 100% quilted cotton, with a deep padded cotton fill for luxurious comfort
- Outstanding absorbency for heavy spills



- ✓ Miracle Membrane is waterproof yet breathable (air vapour-porous) acting the same way as the human skin
- ✓ Whisper quiet



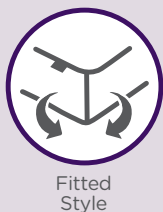
- ✓ Protects mattresses from stains (accidental spills, perspiration and bodily fluids)
- ✓ Especially helpful in cases of incontinence



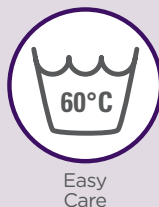
- ✓ Effective in preventing bacteria and dust mites from breeding in your pillow and mattress (a major cause of asthma, eczema and rhinitis)



- ✓ Guaranteed to moderate temperature and enhance sleeping comfort



- ✓ Can be used on all visco-elastic, inner spring and latex mattresses
- ✓ Fitted sheet style
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