

AFRICA ECO WILDERNESS GROUP

COVID-19 CONTROL MEASURES



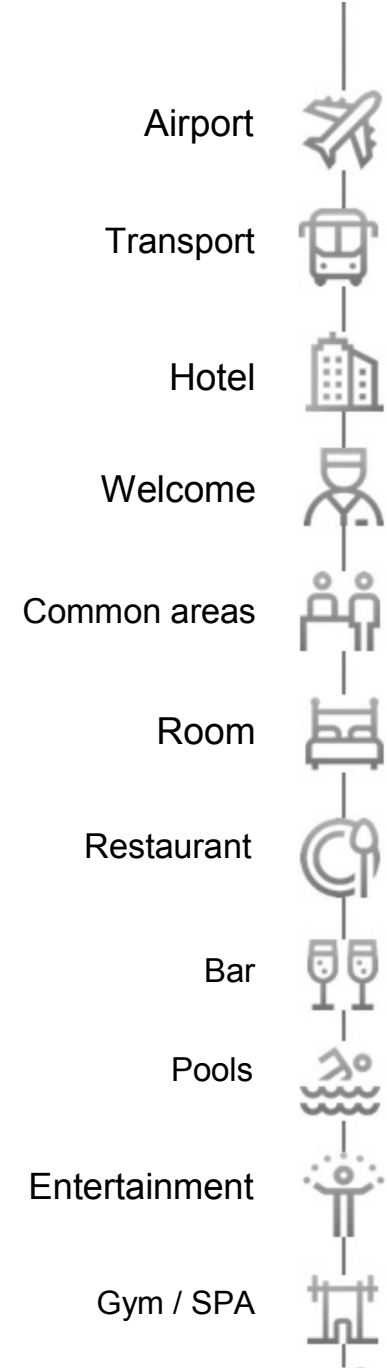
Methodology

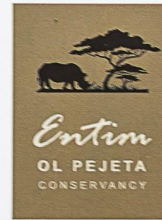
Africa Eco Group has adopted a risk-based approach for identifying hazards throughout the entire circuit flow of guests, staff and other visitors to Africa Eco Properties. Control procedures will be applied proportionately to the risk level. These protocols aim to avoid the spread of illness, both from person to person and by way of the working eco system(e.g. touching surfaces).

Social distancing and hygiene practices (personal and environmental) such as cleaning and disinfection, been applied throughout the various stages. These guidelines are based on current available knowledge and will be updated as more information becomes available.

Operational feedback will also be key to any further enhanced guidelines.

We have also taken into account information from various sources including: WHO, MOH, SGS amongst others. These guidelines form the basis for the subsequent training and implementation program.





Africa Eco Wilderness Group Hygiene Kit



Covid-19 specific control measures

The following recommendations and protocols are specifically addressed to prevent or mitigate the potential spread of Covid-19 amongst holidaymakers and staff.



Crisis
Management
Team



Training
Program



Sickness
Reporting



Staff
Policies



Public or
communal areas



Confinement
Protocols



Communication
Plans



Restaurant



Receipt of
goods



Reception



Staff
Transport



Recording
actions taken



Medical
Support



Shops



Bar



Kitchen



Housekeeping



Maintenance



Entertainment



Spa & Fitness

The Health, Hygiene and Safety Team

Each Africa Eco property will have Health, Hygiene and Safety Team focused on implementing enhancements to already stringent procedures.

Confinement Protocols

An emergency plan has been designed which can be followed in case of an outbreak. In the event that a suspected or confirmed case of Covid-19 we have action plans ready to implement.

Training Program

General staff training is in place regarding new protocols to prevent the spread of Covid19. This training is in various stages: containing basic information about the illness, personal hygiene, the use of PPE, and departmental procedures.

Communication Plans

Internal and external communication plans have been established to maintain lines of communication with both guests and employees in order to provide information adapted to their needs.



Fever Screening Thermal Camera

Medical Support

All Medical support is available if required. Not all destinations have the same resources however we will try and anticipate the needs of our guests should they become ill.

Staff Policies

All Staffs will be tested for Covid-19 before resumption to duty. Enhanced staff policies have been implemented in three main areas: personal hygiene, social distancing and the use of PPE. We have looked sensitively at ways to protect staff from the risks of working with potentially infected Persons.

Records of Action

A logging system for actions will demonstrate a duty of care.

Sickness Reporting

Early symptom detection mechanisms for both guests and staff are in place to prevent the spread of infection and potential outbreaks. Implementation of this means we are prepared and can activate other control procedures without delay.



Professional Cordless Electrostatic Handheld Sprayer.

Covid-19 specific control measures



Reception

- We have adopted NAMASTE Greetings upon arrival
- Temperature Check of guest and record upon arrival and Every Day during their Stay.
- Luggage disinfected outside surfaces and handles upon arrival in a designated area.
- Porters wear appropriate protective washable gloves when on duty.
- On line registrations forms prior to check in
- Hydro alcoholic gel dispensers in all areas
- Room allocation criteria to ensure social distancing. Contactless or touch and pay credit card machine cleaned and disinfected after each use.

Staff Transport

- Preventative measures to be taken, depending on the employee's mode of transport.
- The implementation of specific rules for the use of public transport, including social distancing, personal Hygiene and PPE.
- The implementation of enhanced rules for the cleaning and disinfection of company buses.
- The creation of additional hygiene rules upon arrival at hotel facilities.

Receipt of goods

- Supplier's temperatures will be taken.
- Delivery staff and drivers are required to wear a mask and gloves.
- Wherever possible, products will not enter the hotel in the supplier's packaging but will firstly be transferred to the hotel's previously disinfected crates.
- Fruit and vegetables will be disinfected before being stored.
- External suppliers will be asked for details of all hygiene and safety measures that have been taken in relation to COVID-19. Regular compliance checks will be made.
- No supplier will have access to the interior of the facilities.

- Cleaning and disinfection of high-risk areas (those most likely to be contaminated) will be carried out.

Game Drives

- Reinforced personal hygiene procedures have been implemented including drivers wearing masks.
- Vehicles are disinfected before and after every use
- Guests will receive individual masks and hand sanitizers.
- Before entering the vehicle all passengers wash or disinfect hands with hand sanitizer.
- Strict adherence to handwashing, Sanitizing and Social distancing during Picnic Breakfast/Lunch.
- Binoculars, Animal and Bird Books will be discouraged in the Vehicles and Guests are encouraged to bring or Buy their own.

Restaurant

- All meal will times will be managed to allow for safety protocols
- Staff will manage entry to the restaurant and show guests to their allocated table.
- Guests have to sanitize hands before being allowed access.
- There will be clear directions to show the one-way tour of the restaurant live cooking.
- The distance between guests sat at 2 adjacent tables will be a minimum of 1.5 meters.
- We will replace tablecloths with slates- washable table place mats which will be disinfected after each meal and clean Cutlery and Crockery and serviette placed on the table.
- Tables and chairs (surfaces and sides) and any items left on the table will be disinfected after each meal.
- Enhanced cleaning and disinfection procedures prior and after meals using bio degradable disinfectants
- Improved natural ventilation.
- Social distancing will be respected in the queues for the dining areas during live cooking.
- Table service for drinks.



Bar

- Guests will utilize hand sanitizer gel onto hands and use a mask in order before accessing the bar lounge.
- The drinks menu will be printed on posters
- Drinks will be served exclusively from the Bar to the guest.
- The distance between guests sat at adjacent tables shall be a minimum of 1.5 metres. Except for members of the same family unit who may sit in the same area – table.
- Enhanced cleaning and disinfection procedures during and after each service. All areas (surfaces and sides) will be disinfected after each guest. All disinfectants used are considered to be effective against COVID19
- Improved constant natural ventilation.

Kitchen

- HACCP is strictly implemented and monitored and reinforced personal hygiene procedures have been implemented, including the use of gloves, masks and hand washing, at most every 30 minutes..
- Minimum safe distances of 1.5 meters between employees adhered to.
- The number of dishes placed on the buffet will be adjusted to the number required. Single-dose, packaged products and individual portions will be provided for some meals with more regular restocking.
- At Show cooking stations food shall be prepared in portion quantities to avoid queues forming.
- Procedures have been improved and the frequency of cleaning and disinfection during and after each service has been increased. All disinfectants used are considered to be effective against COVID-19.

Housekeeping

- Africa Eco Care kits placed in each guest room providing masks, hand sanitizer and sanitization wipes, with additional masks supplied on demand;
- Reinforced personal hygiene procedures have been implemented including gloves and masks for all staff.
- Enhanced cleaning and disinfection procedures for cleaning each room including with special attention paid to high contact areas
- All biodegradable disinfectants used are considered effective against covid - 19
- Some items will be removed from rooms include decor pillows, bed throws books and reading Journals.
Newly added rooms amenities now include a hand sanitizer dispenser and Africa Eco Care Kit.

Gift Shop

- Reinforced personal hygiene procedures have been implemented including gloves and masks for all staff.
- Capacities will be limited to ensure social distancing.
- It is mandatory for guests to use hand sanitizer gel on their hands and to use gloves.
- Products be disinfected by use of electrostatic sprayer
- Payment by credit card will be encouraged.
- Enhanced cleaning and disinfection procedures reinforced for cleaning whilst open and after they close.
- Protocol reinforced for natural air ventilation.

Community Engagement and CSR Visits

- Activities will be carried out whilst maintaining social distancing, limiting capacities, keeping materials sanitized and having disinfectant gel available.
- Spaces will be adapted so guests can enjoy activities whilst maintaining social distancing
- Reinforced personal hygiene procedures have been implemented including gloves and masks for all staff and Guests
- Before commencing an activity, all participants will be reminded of hygiene and safety measures.
- Activities where it is difficult to guarantee the disinfection of equipment have been removed.

SPA, GYM & POOL

- Reinforced personal hygiene procedures have been implemented including gloves and masks for all staff. There will be a hand sanitizer gel dispenser at the Gym and Spa and a strict protocol has been implemented for the changing of towels.

SPA

- Guests will have to make an appointment and will need to attend alone.
- Guests will need to make an appointment for treatments to avoid crowding. This does not apply for access to the spa.
- Enhanced cleaning and disinfection procedures after use, for treatment rooms and all common areas.
- A disposable protector will be used on beds and other items used during each guest's treatment.
- Protocol reinforced for natural air ventilation between each service.

GYM

- The mandatory use of a towel on all sports equipment.
- Enhanced cleaning and disinfection procedures, reinforced and increased.
- Drink dispenser operated by Fitness associate.

POOL

- Swimming pool capacities will be limited.
- Sunbeds will be 2 meters apart for clients from different family units.
- Sunbeds will be cleaned and disinfected each day, as well as every surfaces and areas likely to be contaminated

COVID-19

How can you protect yourself?



Wear a Mask



Wash your hands frequently and thoroughly with soap for at least 20 seconds



Cover face with a tissue or your elbow when coughing or sneezing



Then throw the tissue in a waste bin



Maintain social distancing



Avoid touching your eyes, nose and mouth

Source: WHO

