

# TOURISM INDUSTRY STANDARD PROTOCOLS FOR COVID-19 OPERATIONS

PREPARED BY



THE LEADING VOICE IN TOURISM

*May 2020*

**“To emerge from this [COVID-19] crisis will require  
an extraordinary effort.”**

*— President Cyril Ramaphosa*

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# INTRODUCTION

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The tourism industry has developed comprehensive protocols for the operation of all types of tourism businesses or facilities in times of the COVID-19 pandemic.

The protocols align with the WHO, NICD and DoH guidelines and advice, and will be revisited as required on an on-going basis. They cover customer information, PPE, physical distancing, and sanitisation and hygiene practices, among others, for staff and customers.

We are confident that these extensive protocols enable the travel, tourism and related industries to operate safely as COVID-19 restrictions are eased.

Our businesses will be among the safest places to be. The protocols address all the acknowledged risk areas related to travel and tourism.

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

## 1. Persons with higher risk

- a. *Persons above 65 years of age may be asked not travel to visit hotels, lodges and B&Bs*
- b. *Persons between 60 to 65 are recommended not to travel and visit hotels, lodges and B&Bs*
- c. *Persons with high-risk health issues are recommended not travel and visit hotels, lodges and B&Bs*
- d. *Self-catering establishments can operate for high risk categories of guests travelling by private car or hire car*
- e. *High-risk staff will be allocated to smaller shifts, lower risk areas, be given additional PPE e.g., visors and will work from home where this is possible*

## 2. Increased numbers of staff travelling on public transport create a higher risk of transmission

- a. *Establishments will facilitate staff living-in on-site as far as possible*
- b. *Establishments where staff cannot live in, private transport use for staff is encouraged*
- c. *All establishments will reduce as far as possible staff use public transport*

## 3. Limit risk of transmission as a result of travelling between districts & provinces

- a. *To travel from home to and from an accommodation establishment – proof of booking must be carried, plus it is recommended that directions or a map of the route also be carried*
- b. *Customers only stop to purchase fuel or other items at a petrol station or permitted retail operation en-route;*
- c. *Only people visiting accommodation establishments in private vehicles or car hire vehicles may cross provincial borders*

## 4. Ability to trace contacts in the event of someone testing positive for COVID-19

- a. *All operating businesses will obtain and keep guest/visitor/passenger/client details plus recent and planned travel information*
- b. *Staff contact details will be up-to-date and all details of staff on all shifts, drivers of vehicles etc., will be meticulously recorded*

## 5. Commitment to the protocols

- a. *All owners, directors and/or managers of businesses, premises or transport services will sign a pledge to adhere to industry protocols*
- b. *The TBCSA and sector leaders will provide support and guidance to smaller establishments to implement the standard industry protocols*

# 1. PLEDGE OF ADHERENCE TO PROTOCOLS

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All CEOs, general managers, or owners of businesses that open for operation during the COVID-19 pandemic, will sign a pledge that they will adhere to these protocols.

## *Travel & Tourism Industry*

### COVID-19 Protocols Pledge

I, \_\_\_\_\_, the owner / CEO / General Manager of \_\_\_\_\_, a business which operates \_\_\_\_\_ in the travel 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 will 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 will continue to so adhere, until such Protocols are receded 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 the measures taken to minimise the spread of Coronavirus, and flatten the curve of the COVID-19 pandemic, in order to further the wellbeing of all of the people of South Africa.

NAME \_\_\_\_\_

DATE \_\_\_\_\_

SIGNATURE \_\_\_\_\_



## 2. DESIGNATED COVID-19 HEALTH & SAFETY OFFICER & TEAM LEADERS

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Each operating business and/or premises will designate a COVID-19 Health and Safety Officer (COVID-19 Officer). In a small business this will be the owner or manager, while in medium businesses it will be an additional role taken on by a manager, and large businesses should consider appointing a dedicated officer.

In addition, in medium- and large businesses, a COVID-19 team leader will be designated in each department or business unit. This cross-functional team will report to the COVID-19 Officer (and comprise the COVID-19 Committee) on implementation of COVID-19 protocols, and any issues related thereto.

### COVID-19 OFFICER & TEAM RESPONSIBILITIES

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

The COVID-19 Officer will ensure they keep in touch with their primary representative association and the TBCSA, as well as WHO, National DoH and NICD, and

their Provincial department of health with respect to recommendations and guidelines for travel, tourism and hospitality operations during the COVID-19 pandemic.



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

The form will state clearly that the GVPC's details will be shared with local public health authorities if any other GVPC or staff member they may have been in contact with while on your premises or in your vehicle/craft becomes ill with COVID-19. If they will not agree to this, they cannot proceed.

The guest declaration form must be linked by

annotation or on-line document system, to the seat, vehicle, table number, and/or room the GVPC used where this is relevant.

Where an external transport provider is conveying GVPCs to or from another facility or establishment, e.g., a hotel or an attraction, copies (electronic or on paper in a plastic folder) of the guest medical and travel declaration taken by the transport provider or facility can be passed on to the facility or transport provider, as long as GVPCs temperatures are taken again at point/time of transfer.

#### 4. GVPC & STAFF TEMPERATURE MONITORING

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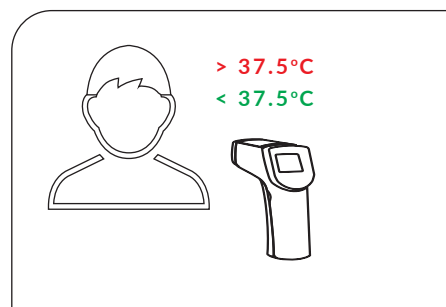
Temperature of all GVPCs will be taken on arrival/boarding/pick-up/check-in etc. For multiple-day stays, daily temperature should be recorded (when arriving for breakfast or departing the hotel each day). For all other experiences longer than 2 hours, on rental drop-offs, leaving a facility, disembarking etc., temperature should be retaken.

The staff member taking the initial temperature reading must annotate the medical declaration form indicating either the actual temperature recorded, or that it was taken and it was in the normal range. As far as possible any subsequent readings during a stay, and the check-out/drop-off/disembarking etc., reading should be also noted on the same record.

All staff members temperatures, including management or staff visiting from other branches/head office etc., and out-sourced workers, will be recorded on arrival for shifts and on departing after shifts. These will be recorded on an appropriate manual or automated schedule.

All temperatures will be taken with a non-contact thermometer.

Any temperature outside of the normal range (above 37.5°C) requires action to be taken. Refer to **Protocol 16**.



#### 5. SIGNAGE & EASY-TO-FOLLOW GUEST INFORMATION

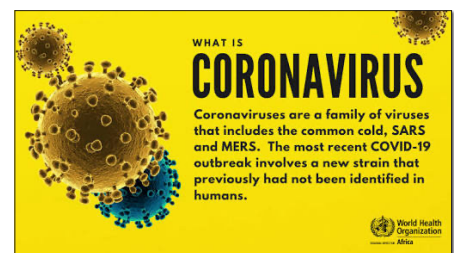
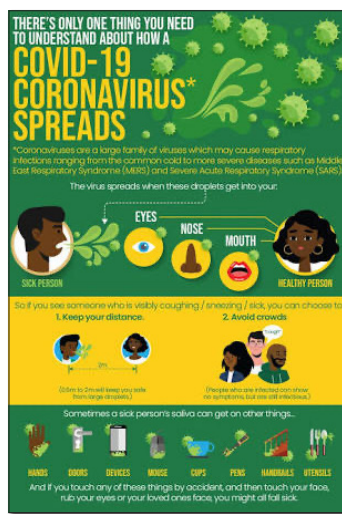
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Guests will need extensive information and briefings on the COVID-19 protocols. Easy to understand and assimilate information must be provided in rooms, on the backs of vehicle seats, at reception desk and check-in/pick-up counters, on tables, notices by lifts, etc.

Notices attached to walls, seats, tables etc., are preferable to avoid contamination by touch. Apps and other electronic information provision can also be used to minimise touch.

For first arrival/check-in/boarding of vehicles etc., The information and briefings must emphasize that standard briefings should be made to all GVPCs similar all measures are for guest and staff safety, and cover: to current airline safety briefings.

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



## 6. STAFF TRAINING

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

- o The virus, how it is spread, the symptoms and how long it survives on surfaces
- o The required sanitisation and distancing procedures for themselves and for guests
- o The effective use of PPE and what PPE they must use
- o How to change into and out of uniforms
- o All special procedures e.g., shift staggering and dedicated separate shift teams, separation of duties, entry and exit queues and procedures, locker use, canteen use and so on

Some staff in certain functions with higher risk such as wash-up, room cleaning, vehicle cleaning and laundry should have additional training specific to their roles. Training should also cover support for staff, addressing their general fears and concerns, what happens if they have symptoms or test positive etc., and how this might affect their shift/team, and how the business will support them.



Staff training should not be once-off, but should repeat for all staff, with regular updates on a cycle to ensure there is are no lapses in knowledge or

deterioration in the levels of protocols practiced. Training rooms must have proper physical distancing.

## 7. GUEST/VISITOR/PASSENGER/CLIENT PERSONAL PROTECTIVE EQUIPMENT

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### **GVPCs WILL BE REQUIRED TO WEAR MASKS EXCEPT WHEN:**

- o In their guest bedroom
- o They are a small group in a self-drive hire car
- o While eating or drinking

Acceptable masks are cloth masks, surgical masks and N95 respirators. It is expected that most GVPCs will have their own cloth masks.

All facilities and businesses should have a spare supply of surgical or cloth masks, which can be provided to GVPCs should they not have their own mask(s). If a guest does not have their own masks for a multiple day stay, then multiple masks should be provided.

Hotels may offer a specialized cloth mask laundry service. This will require small sealable bags in which

used masks can be submitted for laundry and then a new sterile bag to return the clean mask.

It will be at the businesses' discretion to charge for masks and laundry of masks or not.

There is limited information on removing masks to eat and drink. Recommended practice is to use a flat brown paper bag or other cloth bag, which the mask will slide into. The bag should be marked on one side "outside" and the outside of the mask should always be against that side of the bag. Restaurants can provide such bags to guests. A new bag is required each day or cloth bags must also be laundered.

Alternatively a new disposable mask is used after each meal.

Biohazard containers must be used for disposal of used disposable masks.



## 8. STAFF PERSONAL PROTECTIVE EQUIPMENT

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All staff must wear masks at all time, except while taking meals. The business must provide sufficient disposable masks for a mask per staff member per shift, or a minimum of 3 cloth masks per staff member. One is worn on shift, including on transport home, one is in laundry (at home or provided by the business), and one is already clean and ready to wear the next day when returning to work.

Certain jobs require gloves to be worn, (to be discarded after each shift or after each soiled linen, crockery cutlery batch has been handled, or vehicle cleaned). Clearing, wash-up, waste disposal, laundry staff, and vehicle cleaning staff should wear gloves.

Staff working in laundries should wear disposable shoe coverings.

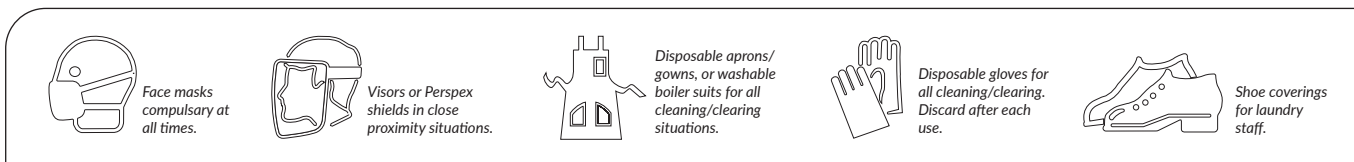
Disposable plastic aprons are appropriate in room cleaning, clearing and wash-up.

Disposable gowns or boiler suits (which can be laundered) must be worn in laundries and waste disposal, and vehicle cleaning.

Visors should be worn where staff are likely to be in close proximity to guests, or Perspex shields should

be installed where possible – receptionists and other counter workers (check-ins, pick-up), cashiers, between facing kitchen workstations, over kitchen pass-outs, at fast food counters, around drivers in vehicles etc.

Biohazard containers must be used for disposal of used disposable PPE.



## 9. SANITISING & HYGIENE PRACTICES

Frequent GVPC and staff hand sanitising and/or hand washing is critical along with frequent proper sanitising of surfaces and these together are the key defence against COVID-19.

Members of staff using an area continuously, such as a counter, desk or worktop will be responsible for sanitising their surface after every customer or

frequently – every 10 – 15 minutes.

Surface sanitising schedules should be drawn up for other areas, which are not used continuously by a member of staff. Schedules will depend on footfall and type of usage and surface. These schedules must be initialled, or updated on an on-line workflow system, to ensure compliance with sanitising requirements.

### 9.1 HANDS

*GVPCs will be required to sanitise their hands on initial arrival at the door, check-in counter, ticket counter/boom, pick-up counter, or vehicle/craft. Staff members can administer the sanitiser, or it can be self-administered from a dispenser, but observed.*

*For hotel guests in particular and other GVPCs, shoe sanitising on entry with spray or wipes should be done, and use of walk-off mats on arrival to sanitise shoes/feet should be considered.*

*Thereafter sanitisers and wipes for GVPCs to use will be available for pens, credit cards, phones, wallets, purses when used, and for changes in situation e.g., on exit, boarding or disembarking, entering or leaving a facility,*

*area or vehicle, using bathrooms, using lifts. GVPCs hand sanitiser must be widely available i.e., on hand for, or carried by, key staff in contact with GVPCs and available throughout establishments and facilities, on vehicles and in craft, in lifts etc.*

*Staff must hand sanitise or wash hands before and immediately after entering the work premises or vehicle, after changing into uniforms, after using lockers and frequently while on shift, particularly after touching items or surfaces.*

*Appropriate non-touch bins should be available for disposal of wipes everywhere wipes are provided.*

### 9.2 SURFACES

*The following items and surfaces throughout front and back of house areas, and in/on vehicles, must be wiped or cleaned with an appropriate disinfectant detergent. As far*

*as possible, this must happen after every “use” or change of person/people using, or at a minimum, frequently:*

- Water bottles, jugs & amenity bottles
- Door handles – rooms/vehicles/cupboards
- Lift buttons – inside & outside
- Key cards
- Pens – used by more than one person
- Credit card machines – especially buttons
- Light switches
- Taps & mixers
- Soap & sanitiser dispensers
- Toilet roll holders
- Toilet flush buttons/levers
- Electrical socket switches
- Salt & pepper shakers & other static tableware, e.g., toothpick holders/sauce bottles
- Tablets & mobile devices
- Computers, laptops & printers
- Ice & vending machines
- Waiting stations
- Deck railings & banisters/balustrades
- Public food-service utensils or receptacles/dispensers – handles/taps/buttons etc.
- Tables, counters & desks
- Plastic folders
- Kitchen surfaces
- Fridge handles & doors
- Kitchen equipment
- Vehicle keys
- Steering wheels & gear levers
- Dashboard controls
- Armrests & backs of seats/chairs
- Seatbelt buckles
- Window levers/buttons
- Air-conditioning controls & vents
- Window sills

*At as many access areas as possible and where practical, porters, security or other staff should be deployed to open doors, press lift buttons etc., for GVPCs to limit their touching of surfaces.*

*The need for doors to be closed must be considered and should it be feasible from fire and security perspectives, doors should be left/wedged open to reduce surface touching.*

### 9.3 LUGGAGE

*All luggage should either be sprayed with a disinfection spray after off-loading, or wiped, with a minimum of all handles and corners carefully wiped with surface sanitiser.*

*Staff handling luggage should sanitise or wash hands*

*immediately before and after touching luggage.*

*If the guest handles their own luggage to move it into or out of, the vehicle or room, and it is not touched by staff, then wiping or spraying is not required.*

### 9.4 CASH HANDLING

*Cash handling should be minimised or eliminated. Pre-payments, EFTs, credit and debit cards, SnapScan, Zapper, and signing to accounts should be maximised. If a guest or*

*staff member handles cash, hand sanitising should happen immediately afterwards.*

### 9.5 REMOVE SURFACES

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

- *Remove rugs, carpets, cushions and softs where possible*

- *Remove magazines, newspapers, games, decor items, flower pots and vases etc.*
- *Games, magazines and newspapers - provide on request, sanitising before and after, or disposing after use*

### 9.6 REDUCE USE AREAS

*Any areas which are not in use, or which can be taken out of use, should be locked to eliminate usage and the need for regular surface cleaning or deep cleaning in the event of any contamination. This might include some meeting rooms, some*

*restaurants, some public bathrooms, spas, gyms, executive lounges, business centres, changing rooms, etc. Use on-request with a staff member opening and locking afterwards can be practiced for some facilities, e.g., business centres.*

## 9.7 GENERAL

- Bio-spill kits will be used for all cleaning of blood or vomit
- Only appropriate disinfectant surface cleaners to be used
- Only 70% alcohol hand sanitisers to be used
- Any swimming pools operating must be at maximum safe levels of chlorine or other anti-bacterial agents
- Heating, ventilation and air conditioning systems and water reticulation systems, fridges, dishwashers, and laundry equipment must be regularly serviced and operating effectively
- Where possible, High Efficiency Particulate Air (HEPA) air-conditioning filters are to be installed
- Hot cycles (70°C or higher) with the usual detergents should be used for laundry
- High temperature dishwashing settings should be used at 150°C - 160°C with rinse at 180°C

## 10. STANDARD PHYSICAL DISTANCING & CAPACITY CONTROLS

The space between any persons in public areas and back of house areas should be a minimum of 1.5 metres at all times, with two metres preferred.

Exceptions are when one person, e.g., a receptionist or cashier, is wearing a visor, or if there is a Perspex or similar shield between the people concerned.

GVPCs from the same small family/friend group who share a room or car can be close to each other.

Businesses must maximise the use of on-line reservations, e-check-in and e-check-out, and any types of non-contact processing to reduce the need for proximity of people.

### 10.1 CAPACITY CONTROLS

The capacities of all public areas and vehicles must be determined and managed to ensure distancing can be achieved. Capacity limits should not be exceeded and new

queuing systems may have to be introduced to manage capacity limits.



#### Restaurants & Bars

- Excess chairs/stools and tables should be removed, or tables combined to enlarge while reducing and spreading seat capacity to enforce distancing. Capacity may be subject to regulations e.g., max of 50 people including staff in one restaurant, otherwise the guideline is capacity at 50% of prior capacity. Discretion can be used for people from the same small family/friend group who are sharing a room/car.
- Accommodation establishments should encourage room service to limit distancing in restaurants.
- Where restaurants operate, a reservation system should be implemented to manage demand, and help ensure capacity limits are adhered to.



#### Queuing

- At any queuing point or potential queuing point, i.e., for reception, ticket kiosks, check-in and pick up counters, primary entrances, lifts, staff entrances, restaurant entrances etc., floor markers and bollards, cordons, tape or rope must be used to manage queues and spacing at 1.5 metres.
- Queuing situations must be monitored and adjusted if proven to be inadequate.



#### Lounges & Waiting Areas

- Furniture should be spaced out and excess furniture removed as far as possible. Furniture can also be taped off. Preferably remove multiple-seaters, or clearly designate with tape or notices the number of people that can be seated. Discretion can be used for people from the same small family/friend group who are sharing a room/car.



#### Bedrooms

- Where dormitory style bedrooms are used and shared between non-group/non-family members, a maximum number of occupants per room, at approximately 50% of capacity, must be determined with 4 – 5m<sup>2</sup> minimum spacing per bed. For example, use of only one bunk bed per bunk bed unit.



## Casinos

- Casinos will ensure that chairs are removed and machines taped off and turned off or locked, to ensure 1.5-meters minimum between machines, Clear floor markings or bollards/cordons etc., will be implemented for queue management at machines.
- Overall capacity to be limited at 50%.
- Excess softs and movables will be removed to reduce surfaces.
- Attendants will sanitise all machine surfaces touched after every use, or guests will be provided with surface sanitiser to do the same.
- Table seating will be spaced with chairs removed to ensure spacing.



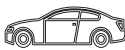
## Lifts

- Capacities of service and public lifts must be controlled at 30% of person capacity. This will require clear signage at all lift entrances and in lifts, and markers on lift floors. Carpeted floors should be removed if possible.
- If possible staff should man main lift entrances e.g., off lobbies, and assist with queues, and ensure that the correct number of people enter lifts. Discretion can be applied where use is one or two same small family/friend groups who are sharing rooms/cars.



## Pools & Pool Areas

- The number of loungers should be reduced and they should be spaced at two meters between groups of two loungers.
- A pool use capacity should be determined and monitored by lifeguards. No inter-group play or mingling must be permitted in pools.
- Resort pools with high play-usage should be closed.



## Vehicles

*Regulations may set vehicle capacities. At present, mini-buses can be filled to 100% capacity if all occupants wear surgical (or N95) masks, but ordinary cars can only carry 50% capacity. Buses and coaches with a capacity or more than 22 are currently banned from operating except to carry essential workers.*

*This is expected to change. The below are recommendations for the tourism industry:*

### **Mini-buses, Buses & Coaches**

- The guideline is 70% capacity, with discretion in seating family/friend groups together. Unconnected individuals should have empty seats between them.
- When international markets open we expect generator markets will set standards – including vehicle capacity utilization – e.g., Germany might state 24 in a 48 capacity vehicle or 50% capacity – and we will need to follow these requirements.
- Where possible, Perspex should be introduced to shield and protect the driver.

### **Cars: Chauffeured**

- No passenger can occupy the passenger seat.
- For small cars, only one person can be seated in the rear, unless the GVPCs concerned are people from the same small family/friend group who are sharing a room.
- For large luxury cars, as well as people from the same small family/friend group who are sharing a room, two people may sit in the back. Central seats should be marked with tape to indicate they are not generally for use.
- Where possible Perspex should be introduced to shield and protect the driver or the driver should be equipped with a visor.

### **Cars: Self-drive**

- Two to four people from the same small family/friend group who are sharing a room/car can use one car. No cars can be shared between parties who are not known to each other.

## 11. FOOD SERVICE

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Buffets should be discontinued if possible and food should be plated and/or provided in portions as far as possible.

Menus should be revised to reduce complexity e.g., reduced buffet options, Table d'Hôte meals.

There should be limited self-service at buffets; only to select or pick-up pre-portioned items. Any buffet service should be handled by staff only, from behind Perspex if possible. Self-service juice, coffee etc. machines and receptacles should also be manned by staff.

Pre-portioned plated items, on buffets or delivered to tables should be the main way guests are served. Offering deli-type take-away/grab-and-go style meals and options – with disposable containers, crockery cups and cutlery should be instituted where possible with a small rubbish bag provided to insert waste and disposables after use for collection.

Menus should be replaced with electronic menus (on sanitised tablets), or a fixed board, or printed disposable menus. Otherwise menus must be sanitised after each guest use.

Waiting staff to stand at least a meter from tables with floor markings to assist, and if possible guests should sit on one far side of a table from where the waiting staff serve.

Alternatively, the excess space can be used for serving tables/stations on which plated food is placed close to the guests' table and the guest collects the food from that table.

As much as possible should be removed from tables, e.g., table cloths, and only essential items which as salt and pepper should remain on tables.

The use of sealed packages – sauces, teas, sugar, butter etc. should be minimised or exact portions distributed and un-used portions wiped on return. Guests should not self-serve from containers of packages.

Clearing and cleaning systems must be implemented with designated containers for different items cleared and sealable refuse containers for food waste. Clearing staff should be different to service staff where size and volumes permit.

Items on waiting stations should be minimised.

Room service should also move to deli/take-away style with disposables. Trays/boxes/containers should be left outside the room on the floor, or on a tray, after the guest has been alerted to the delivery by knocking or ringing. The staff member delivering should then stand back two meters until the guest has retrieved the food delivery. The guest should be requested to leave the used disposable items and waste in the bag provided outside the room after they finish.

## 12. KITCHEN

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The two keys to safe kitchen operation are physical spacing and surface and equipment sanitising.

To facilitate spacing, staffing levels may have to be reduced. Menus should be simplified to reduce production complexities and therefore number of staff required, and menu simplification will also reduce the range of suppliers required and external

interactions are minimised.

Workstations should be demarcated to indicate the physical spacing required. If possible facing workstations should be eliminated or Perspex provided between facing stations. Perspex can also be used to separate side-by-side stations.

Equipment must be sanitised frequently using

surface sanitisers (handles, knobs, dials, switches and static equipment) and utensils, pots and pans, and receptacles, should undergo more frequent hot washing.

Kitchen equipment and guest crockery and cutlery should be washed separately; both on deep, high temperature wash cycles.

The exteriors of any packaged food item not completely

used up, and of all containers of food, should be sanitised with wipes after each use (before returning to storage after opening and extracting).

Ventilation should be maximised either with open windows or efficient air-conditioning.

Fumigators and/or ozonators can be used to deep clean kitchen areas and storage areas from time to time.

## 13. HOTEL ROOMS & VEHICLES

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### 13.1 HOTEL ROOMS

*Room cleaning frequency maybe reduced and linen change frequencies reduced to lower contamination risks.*

*If daily or more frequent cleaning and changing was standard, longer stays should have room cleaning every two to three days, and linen change every three to four days.*

*Turndown service should be eliminated.*

*To reduce surfaces in rooms, all excess softs – cushions, throws, extra blankets etc., and décor items should be removed. All other superfluous items which can be removed should be, and guests may have certain items on request for guest collection – e.g., sewing kits, vanity kits, shoe cleaning kits, irons, magazines.*

*In-room hotel guides should move to electronic options.*

*Mini-bar stock should be reduced to a minimum or mini-bars emptied with limited stocking on request.*

*Hand sanitiser should be provided in-rooms for guest use.*

*Hotel rooms require increased cleaning and sanitisation both on stay-over and check-out cleans. New room cleaning standards will be required and room cleaning staff must be trained on these standards. This will also include how to handle linen and sanitising of bathrooms. Disposable gloves should be worn when cleaning bathrooms and disposable aprons are also recommended. Room cleaning staff must sanitise their hands and shoes, and disposable aprons on finishing each room and before entering the next room.*

*Stay-over cleans concentrate on a careful sanitising clean of all surfaces, including phones, TV and radio controls, kettles, curtain pulls/curtain edges, mini-bars, trays, amenity containers and bottles etc., and all items as per 9.2 above, where applicable. Consideration can be given to replacing glasses, cups, teaspoons etc., with disposables, or clean cups, glasses etc., should be brought in clean containers from stores. Glasses, cups, spoons etc., should not be washed by room cleaners in bathrooms.*

*On check-out all furniture, all surfaces, all movable items, wall surfaces close to traffic/seating/lying areas, and all floors should be thoroughly cleaned with an effective disinfectant. and bathrooms thoroughly cleaned including all wall surfaces.*

*Consideration should be given to increasing the time between check-out and check-in to ensure housekeeping have sufficient times for thorough deep cleaning of rooms.*

*Efficient bedroom ventilation – effective air conditioning and /or opening windows is important. If windows can be opened, they should be opened during room cleaning.*

*Soiled linen should be removed from beds with care and folded simply, with as little shaking/dust release as possible. All linen and towels from room changes should go into ample quality plastic bags for transporting to the laundry or for laundry collection.*

*The contents of housekeeping trolleys should be reduced (less guest supplies) and the trolley and remaining contents should wiped and deep cleaned at the end of each days shift.*

*All other equipment, mops, wet cloths etc., are sanitised by dipping in sanitising solution after each room clean. Colour coded cloths should be used for different items; bath, shower and sink, toilet, room surfaces etc. and disinfected separately. At the end of shifts, cloths and mops should be sanitised in solution for 30 minutes, and all cloths washed on a high heat cycle.*

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

*If an accommodation establishment can rotate room use, i.e., leave rooms idle for 1 – 3 days (or more), occupancy permitting, this will also assist in ensuring rooms are decontaminated for the next check-in.*

## 13.2 VEHICLES

*Surfaces in vehicles must be reduced through removing all but essential items (e.g., remove magazines). Water bottles provided must be unique per guest.*

*Vehicles used frequently for short trips should undergo a surface clean between every trip – as per 9.2, wiping down with sanitising wipes. This includes levers for opening boots, bonnets, petrol tanks etc.*

*All vehicles after longer trips, or at the end of a day, should go through a deeper clean, and car hire vehicles must go through a similar deep clean on return.*

*Such deep cleans may use a fumigator/ozonator, and for*

*multi-day trips (non-self-drive) one must be provided per night away. Otherwise all mats and loose items must be removed and cleaned and all surfaces inside and outside well-cleaned with a suitable disinfectant. This includes inside boots, inside glove compartments and shelves, inside door compartments, all handles including folded handles e.g., on spare wheel compartments, inside spare wheel and tool compartments and tools if used (or if a returned car hire). Oil and water dipstick handles, petrol caps etc., must all be disinfected.*

*Cleaners must wear gloves, and can wear disposable aprons, gowns or boiler suits.*

## 14. STAFF AREAS

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Staff areas as just as important for sanitising and physical spacing as public areas.

It is important to ensure that additional staff information is recorded and kept up-to-date including relevant medical history regarding chronic or other conditions and staff must be asked to inform HR/management if these change. It will be explained that these steps are for their own protection. Other staff information such as contact details, physical address, who they live with, next of kin etc., must be up-to-date.

In order to manage staff teams, and address PPE requirements and allocation of staff to shifts, businesses should identify working areas and rank them as high, moderate and low risk areas based on the type of job/activities and levels of contact with GVPCs and other staff. At risk staff members, i.e., those who are older or have co-morbidity conditions, should be given special consideration. Rosters can be adjusted so older/compromised staff work in low risk areas, or on smaller shifts and there should be enhanced standard operating procedures for at risk workers including more PPE such as visors.

For accommodation establishments, consideration can be given to having some staff stay in hotels to avoid public transport risks.

Staff should be allocated to separate shifts or shift teams

per area or function and changes to teams should be avoided. This allows for mitigation if a staff member tests positive, as only one staff team will be required to isolate. Staff in teams should work, eat and arrive separately so there is no cross-contamination between teams.

Shifts may be staggered slightly (e.g., 10-minute intervals) to avoid queues at staff entrances and congestion in locker rooms/changing rooms. Locker/change room times should be scheduled to allow for smaller groups at any one time in the rooms.

A similar increase in sanitising and surface cleaning in all staff areas as in public areas is required, plus the same schedules for completion to indicate sanitising has occurred. Any scanners – e.g., fingerprint scanners, clocking-in machines etc., must be wiped frequently as part of the surface-sanitising schedule. Lockers also need to be sanitised after each shift by each staff member before they leave.

On arrival staff must undergo a sanitising process including spraying or wiping shoes, clothes, handbag, cell phone and face mask before or just after entry. Walk-off mats can also be implemented at entrances.

All staff members will have their temperature checked on arrival and before departing (see section 4).

Staff uniforms may be reduced in complexity and limited to simple items. For instance caps, scarves and ties can



be omitted.

Correct uniform change and uniform laundry procedures must be followed. Staff who care for their own uniform or work clothes at home, need to be trained and assisted to sanitise uniforms correctly. If possible it is preferable that uniforms be cleaned at an in-house or outsourced laundry, where they can be properly cleaned on deep high temperature cycles and steam press or heat ironed.

Staff kitchens, canteens, and bathrooms must be operated under the same hygiene, sanitising and spacing standards as guest restaurants (see sections 10, 11 and 12). Similarly the same standards will apply to service

elevators as guest elevators. Only paper towels must be provided in bathrooms.

Any staff transport vehicles must adhere to the same protocols as GVPC vehicles with respect to sanitising, cleaning, capacity, entry and exit, driver interaction etc. Where outsourced workers are concerned, the outsource company must ensure similar staff records are kept, and must ensure their staff follow all standard operating procedures. They must also assist in keeping the same staff on the same shift or team, and in identifying at risk workers for additional attention.

HR policies must be updated to reflect all the changes due to the COVID-19 operating environment.

## 15. OFFICE STAFF

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Most of the staff procedures and PPE requirements apply to offices.

As with office based staff in other industries, if people can work from home this will be encouraged as far as possible.

Office staff shifts will be staggered and teams/shifts reduced to limit the number of staff in offices.

Desks and chairs will be removed, spaced apart or taped off to ensure proper distancing and spacing, with Perspex screens used to separate facing workstations and nearby workstations if required. Superfluous items will be removed from desks to limit surfaces and items for sanitising.

Regular hand sanitising for all employees and regular

sanitisation of surfaces (as per section 9.2) will be implemented and no-touch refuse bins will be used for all waste and for sanitising wipes.

Where equipment e.g. headsets, PCs, desks, telephones are used, these will be dedicated to one staff member and there will be no hot-desking.

All operations, i.e., consultations/bookings/enquiries, will be by telephone or on-line with no walk-ins.

Ventilation will be maximised via windows or air-conditioning.

The WHO guidelines for offices being works-place ready in the COVID era will be followed.

[CLICK TO VIEW WHO GUIDELINES](#)

## 16. STANDARD PROCEDURES FOR GVPC & STAFF DISPLAYING COVID-19 SYMPTOMS

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

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

As far as possible, prompt testing for both staff and GVPCs should occur, as full knowledge of COVID-19 status assists in ensuring the correct steps are

taken as soon as possible, as well as allowing non-COVID-19 positive staff, teams, GVPCs and GVPC groups to continue business as normal.

### 16.1 GVPCs – ON ARRIVAL BUT BEFORE CHECK-IN/PICK-UP ETC.

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

*In the case where they are not in their own vehicle they should be assisted to organise appropriate safe transport home where possible. Any vehicle used to transport them should be deep cleaned afterwards.*

*If they cannot for any reason (i.e., they are not in their home town) return home, then they must be moved to a designated COVID-19 holding room/sick bay or a designated*

*COVID-19 hotel room.*

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

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

### MONITORING OF GVPC WITH SYMPTOMS

*Where possible, GVPCs with symptoms should stay in a room that has further reduction of softs and reduced movables/surfaces and be served by designated, low-risk, staff only with additional PPE e.g., visors or other eye protection, gowns gloves (discarded after each contact) used.*

*The GVPC will be required to isolate, i.e., not participate in activities, take meals in the room, etc. Temperature should be recorded three times a day. If symptoms are severe, worsen or persist more than one day, a medical professional should be consulted.*

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

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

*The flow diagram below, depicts the above and the steps to be taken thereafter.*

*Guests in isolation should preferably be in designated rooms, single occupancy and no shared bathrooms.*

*Rooms and vehicles used for transport of, or accommodating of, suspected or confirmed COVID-19 cases and areas known to have been utilised by the GVPC concerned, should undergo a decontamination deep clean. Where confirmed cases are*

*concerned, an outside service provider can be used to ensure effective decontamination.*

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

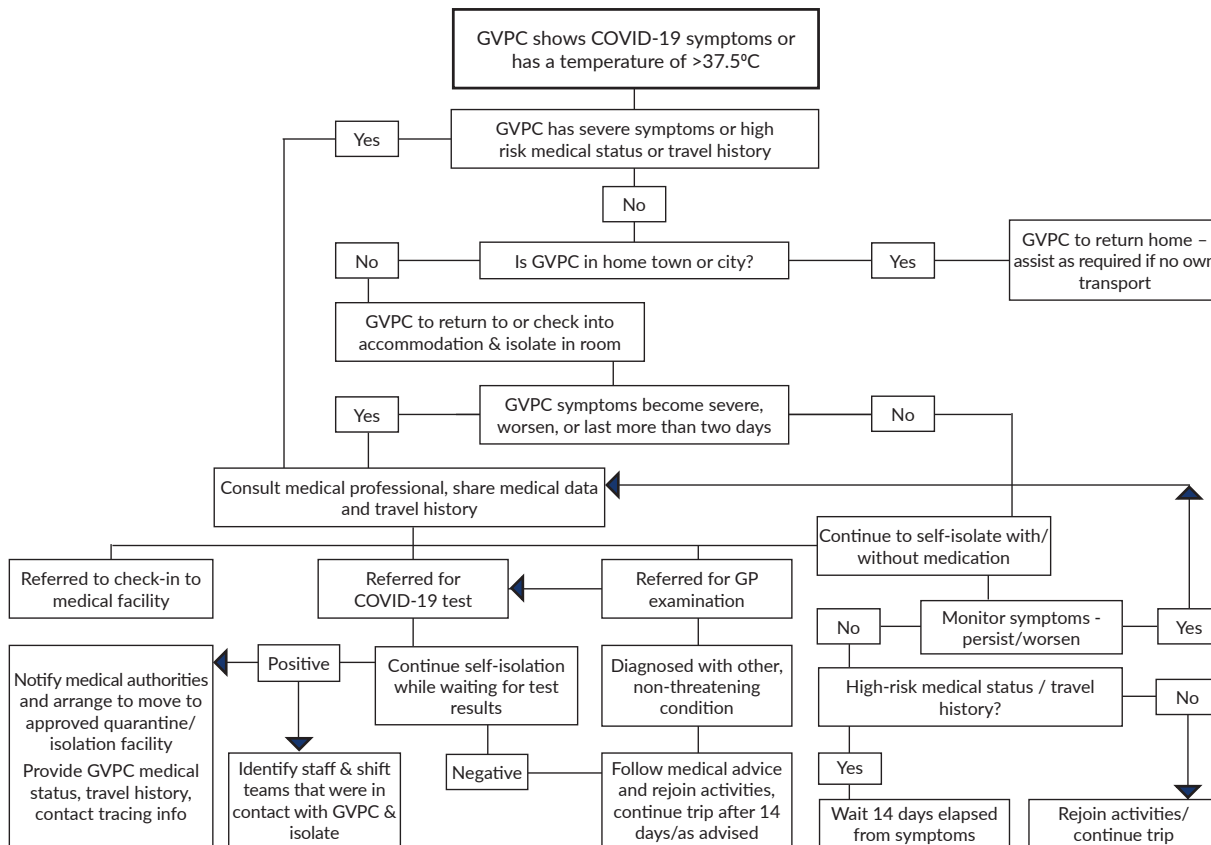
*A room or vehicle can also be left unutilised (out of order) for five to seven days before cleaning, to allow any traces of the virus on surfaces to die, and then non-professional services can conduct cleaning. Vehicles can also be parked in the sun, as heat is understood to hasten the demise of the virus.*

*COVID-19 designated parking areas for parking-off, and designated cleaning bays, should be used for vehicles with possible contamination.*

*When caring, serving or cleaning for or after a suspected or confirmed case of COVID-19, biohazard disposable waste bags, boxes and containers must be used for waste and all soiled /dirty items including used PPE, which is going for cleaning or disposal.*

*Where a GVPC who has been travelling on a trip in a vehicle or staying in a facility, tests positive, the staff who have interacted with the GVPC or cleaned the relevant room or vehicle and the rest of any travel group they are travelling with, must go into 14-day self-isolation at home or in an accommodation establishment.*

**PROCEDURE FOR GVPC WITH COVID-19 SYMPTOMS**



**16.2 STAFF**

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

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

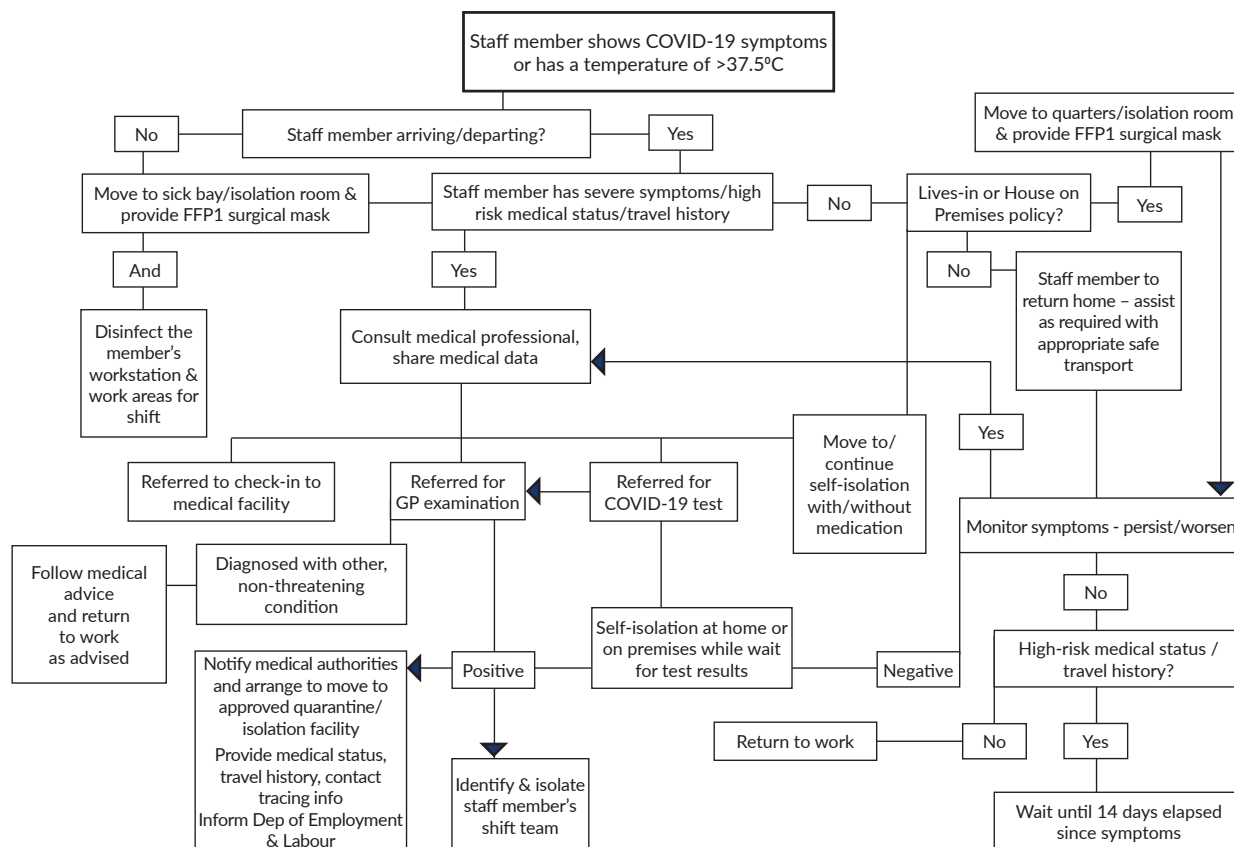
The senior manager on duty responsible for COVID-19 health and safety must be involved in the decision and processes to

deal with any staff member showing symptoms at any stage. If they show symptoms before a shift they should not start and should preferably not enter the premises.

Staff members with symptoms should be monitored as per the flow diagram below. The business should assist and advise the staff member when to seek medical support. Testing should be done wherever possible to confirm status.

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

## PROCEDURE FOR STAFF WITH COVID-19 SYMPTOMS



## 17. SPECIAL AREAS

### 17.1 GOODS RECEIVING/LOADING BAYS

- Delivery people on the premises should be kept to a minimum. Less suppliers, less supplier deliveries, and drivers and less off-loading staff entering your premises.
- Runners/off-loading members of your own staff are preferable to handle deliveries.
- Staff members manning the loading and off-loading should wear shoe protection/gum boots, protective boiler suits or gowns, and wash hands frequently between each delivery or upload.
- All goods must be fully sanitised at a station at the loading bay before entering the stores and refrigerators, Spray sanitisers are recommended.
- The entire area, and all its surfaces should be sanitised at regular intervals
- Vendors should be advised on how you will accept goods and how their staff should arrive with necessary protective gear

### 17.2 LAUNDRIES

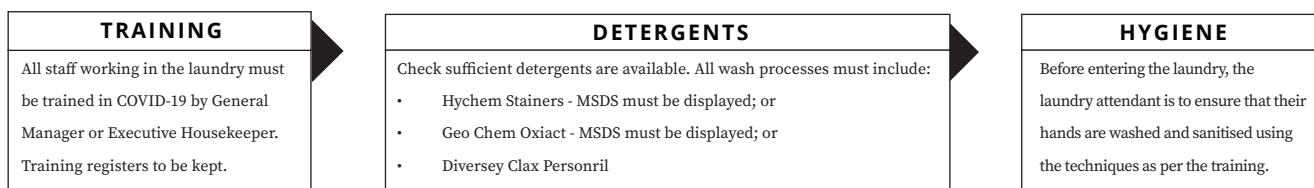
#### In-house Laundry

- All staff working in the laundry must be trained on COVID-19, using the flowchart for on premise laundry – see below. Before entering the laundry, any laundry attendant must ensure that their hands are washed properly and then sanitised.
- Laundry attendant must now dress in the PPE provided:
  - Gloves
  - Mask
  - Boiler suit
  - Shoe coverings
- Before any equipment is used, or on opening the laundry in the morning, a laundry attendant must sanitise and wipe down all surfaces. It is important that the washing machine doors inside, outside and the door handle is sanitised. The ironer is to be sanitised avoiding the belts.

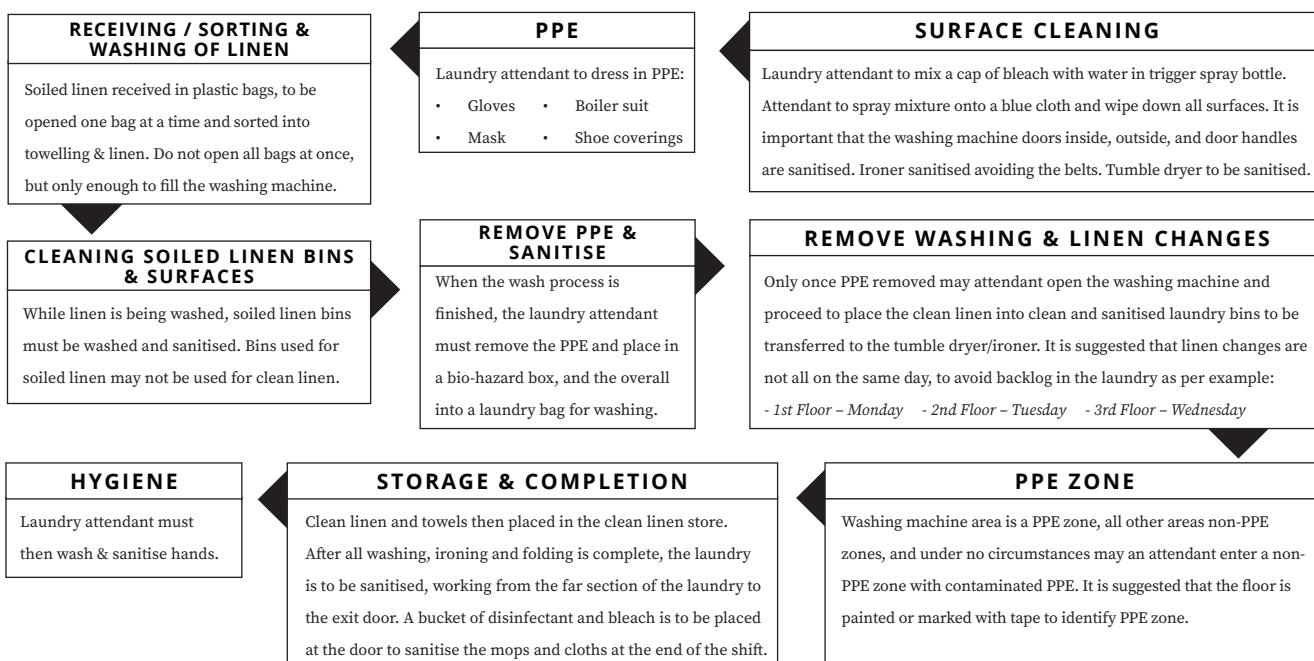
The tumble dryer is to be sanitised.

- The soiled linen trolley must be washed with soap and water and then sanitised.
- The soiled linen received from the rooms in plastic bags is to be opened one bag at a time and sorted into towelling and linen. Do not open all bags at once but only enough to fill the washing machines.
- The soiled linen is then placed in the washing machine and washed at the correct setting and temperature. There are to be no short cuts and the laundry attendant must be made aware to use the correct setting and not by pass any wash process.
- Whilst the linen is being washed, the soiled linen bins are to be washed and sanitised. Bins used for soiled linen may NOT be used for clean linen.
- Whilst the washing process is taking place, the linen attendant should wash the floor with a disinfectant.
- When the wash process is finished, the linen attendant must remove PPE and place the gloves, mask and shoe covering in a bio-hazard box and the overall into a laundry bag for washing. A new clean mask should be put on.
- Only once all potentially contaminated PPE is removed and hands washed and sanitised, may the laundry attendant open the washing machine and proceed to place the clean linen into clean and sanitised laundry bins to be transferred to the tumble dryer or ironer for drying and ironing.
- It is suggested that linen changes are not all on the same day to avoid back log in the laundry.
- The washing machine area is a PPE ZONE all other areas are non-PPE ZONES and under no circumstances may the linen attendant enter a non-PPE with contaminated PPE.
- It is suggested that the floor is painted or marked with tape to identify PPE zone/dirty linen zone and the clean linen/reduced PPE zone. If PPE is worn into the clean linen area cross contamination is very possible.
- Clean linen and towels are then placed in the clean linen store.
- After all washing, ironing and folding is complete the laundry is to be sanitised working from the far section of the laundry to the exit door. A bucket of disinfectant and bleach is to be placed at the door to sanitise the mops and cloths at the end of the shift.

### BEFORE ENTERING THE LAUNDRY



### ENTERING THE LAUNDRY



### **Outsourced Laundry**

All off-premise laundries are to guarantee to industry partners

that they are compliant in terms of SANS 10146 by way of a letter to various partners on request.

## **17.3 CONFERENCES & FUNCTIONS**

It is likely that the holding of conferences and functions will be subject to regulations with respect to holding any events and the size of events.

In the event that meetings, conferences and functions, of any size, can be held, the extensive WHO guidelines, which include a comprehensive risk assessment framework will be used. It has a template with eight areas of risk mitigation and 49 possible risk mitigation steps in total, which enables detailed risk mitigation strategies to be developed. See Annexure A.

In any event, conferences and meetings will be operated on a similar basis to other public areas and restaurants, with revised floor plans and reduced capacities at 50%, or ensuring 1.5-metre distance between delegates or patrons (see Section 10).

Cocktail functions will not be held.

Arrival areas, and tea breaks/foyer areas will be demarcated with grids, bollards, tapes, etc., for spacing and queue management.

Food service will follow the food service protocols (see Section 11).

Sanitising and hygiene will follow all the procedures in Section 9, and Section 14, for staff areas.

Only individual water and individual mints etc., will be provided, i.e., not in containers or bowls.

Any pens and papers provided will be on request, and delegates will be told to keep any such pens and papers in their possession. Any pens left will be wiped or disposed of, and paper left will be disposed of.

## **17.4 GYMS, SPAS, SHOPS & KIDS PLAY AREAS**

### **Spas**

Spas will only operate when regulations allow, i.e., as per public spas, beauticians, hairdressers etc.

Initially operation of non-contact options may be possible, i.e., saunas, steam rooms, etc but with all hygiene, sanitising and spacing protocols applied.

Staff PPE will include gloves, discarded after each treatment.

Extra precautions will be implemented:

- ALL equipment to be sterilised between treatments.
- Spa linens to be replaced after each treatment and washed

### **Shops**

Shops can operate to sell items considered essential items

depending on the regulations. All other protocols must be observed.

### **Gyms**

Gyms will be closed until regulations allow gyms to operate.

Establishments should consider providing alternatives, i.e., running or walking routes, identifying steps for exercise etc.

### **Kids Play Areas & Games rooms**

These will be closed, or open with limited static equipment which is spaced. Staff must be on hand to clean equipment frequently.

### **Other**

Theatres, night clubs, child minding facilities, bars etc will be closed until social distancing measures can be controlled and aligned to prescribed regulations.

## **17.5 VEHICLES & SPECIAL VEHICLES**

### **Game Drive Vehicles**

Equipment and procedures specific to game drive vehicles includes:

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

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

### **Vehicles – Other Considerations**

On-board toilets should be closed on short trips. If on-board toilets are open, they should be thoroughly cleaned with surface sanitiser every two hours. Sanitiser must be provided inside and passengers (and staff) must be asked to wipe taps, and handles after use, as well as sanitise hands after they complete wiping.

Drivers and guides to use megaphone or quietvox system to communicate with passengers to avoid turning, shouting etc., and to enable them to be heard through Perspex shields.

All vehicles should have clear entry and exit procedures, with GVPs entering one at a time, asked not to touch seat backs, take up seats one at a time, etc.

Disposable headrests should be replaced after each trip.

Vehicle air-conditioners can be modified to include HEPA air purifiers (similar to plane systems), which will reduce the ability of the virus to circulate inside the vehicle. This should be seriously considered for larger and luxury vehicles. Otherwise open windows can be encouraged, when weather

permits, to allow air circulation.

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

## 17.6 ATTRACTIONS

Attractions vary in risk level dependent on their nature. Many function in the same way as larger stores, and following all the GVPC recording, sanitising and hygiene, spacing, PPE etc., protocols, can allow safe operation. Similarly, shop and

food-service protocols can be followed where these apply.

On-line pre-sales by time slot should be implemented as far as possible, and queue management practiced.

## 17.7 ACTIVITIES

Activities vary greatly in their level of risk. For instance cycling or hiking in small groups, or golfing, could be safely carried out through following the protocols, but river rafting in large shared rafts, and activities where people have to be personally safety checked for say harnesses are more difficult

to practice safely.

A review of activities will be carried out later to establish categories and requirements per category, but for the current situation activities should not take place.

