



## Tintswalo Safari, Tintswalo Lapalala and Tintswalo Family Camp

### Safety and Health Protocols

Tintswalo Lodges has always kept safety, health and cleanliness a top priority at all our properties. Now, we are simply taking an even more holistic approach to sanitation at the lodge that we are calling: "Our Healthy Bubble." As soon as guests arrive at a lodge, we would like them to know they are in a safe, secluded haven - a type of sanitised health bubble - where they can relax and enjoy the beautiful natural settings, food and exclusive accommodation. Tintswalo's Lodges have always enjoyed the benefit of seclusion, being set in wild and natural environments away from the city - so these new precautions just add to that feeling of escape and pampering that any good holiday should be about. Moving forward we have simply strengthened our current OHSISA (Occupational Health and Safety Institute of South Africa) standards, added in a few new industry standards and finally, a few special Tintswalo Lodges healthy touches.

#### Transfer Vehicles and Gate Reception

- Transfer vehicles filled to a maximum of 50% plus the driver.
- Vehicles fully sanitized daily.
- Outsource transfers to only confirmed companies following our high standards of hygiene.
- All transfer vehicles have the vacuum sealed sanitizer towels available.

#### Front Office and Guest Welcome:

- All payments done by the Nedbank App or Card (Lapalala doesn't have cellphone signal for some OTP pin's).
- All guests are requested to complete the registration forms and indemnities and email them through to reception one day before check in (once the App is in place this will be done on the App).
- Homemade sanitizer towel, with lavender etc., given on arrival. Nicer than a spray in the hand. We make them with the bio degradable napkins.
- Clear Covid screen on the reception desk.

#### Public Areas

- The lodge décor and furniture has been repositioned with social distancing front of mind.
- It is compulsory for all guests and staff to wear a mask when in contact with each other, or in the public areas.
- Guest bathrooms: paper towels will replace the towels in the bathrooms.
- Guest bathrooms to be sanitized after each use and a spreadsheet will be updated and signed by the housekeeper.



### Sanitising and Hygiene Protocols

- A number of foot operated sanitizer stations will be available throughout the lodge and the guest suites.
- Daily and consistent sanitising of the high traffic areas like door handles, cars, reception desk, credit card machines etc.
- All Vivreau glass water bottles are sterilised overnight.
- Staff to wash hands or sanitise every 30 minutes (buzzers to remind staff in kitchen and butler station).

### Health and Safety Concierge

- We work very closely with the team of OHSISA (Occupational Health and Safety Institute of South Africa)
- They visit the lodges and ensure that a full assessment on our Health and Safety Systems and Policies, ensuring we are always maintaining the highest standards in this regard.
- Both guests and staff will have their temperature checked on arrival as well as during their time at the lodge. No staff member will be allowed to work if ill. Should a guest have a fever, we will immediately arrange to have them medically checked at their own cost. They will be quarantined in a dedicated suite used for isolation of guests.

### Signage

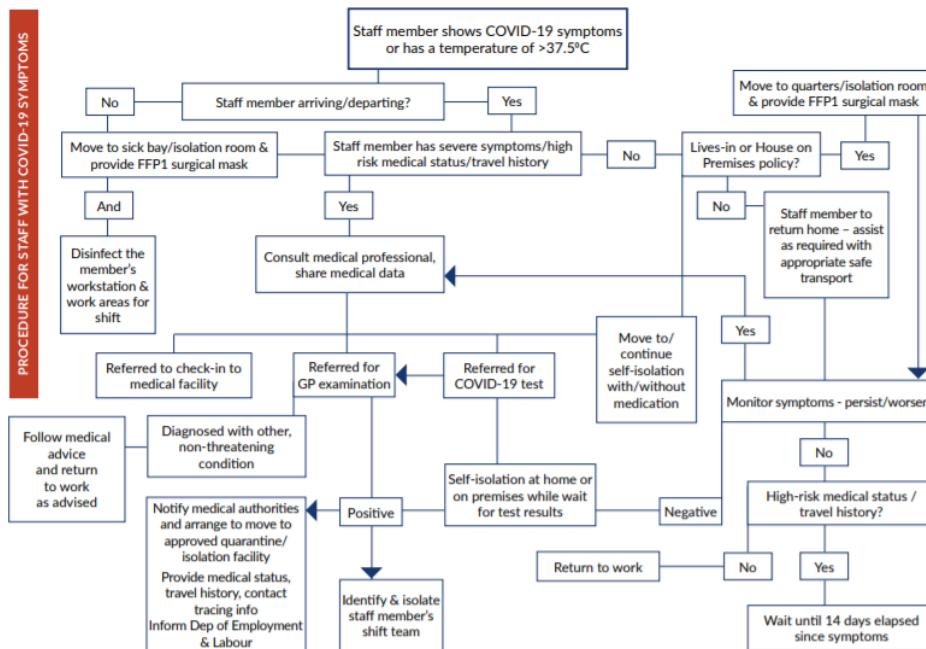
- Friendly signage reminding guests to wear a mask, wash hands or sanitise etc.
- Guest suite to be sealed to indicate that they have not entered since sterilizing. *'SANITISED WITH LOVE FROM TINTSWALO'*
- In the Boutique: Please avoid handling the Boutique Items as much as possible.
- "how to wash hands" in loo's
- Staff village signage
  - Symptoms.
  - How to wash hands.
  - How virus spreads.

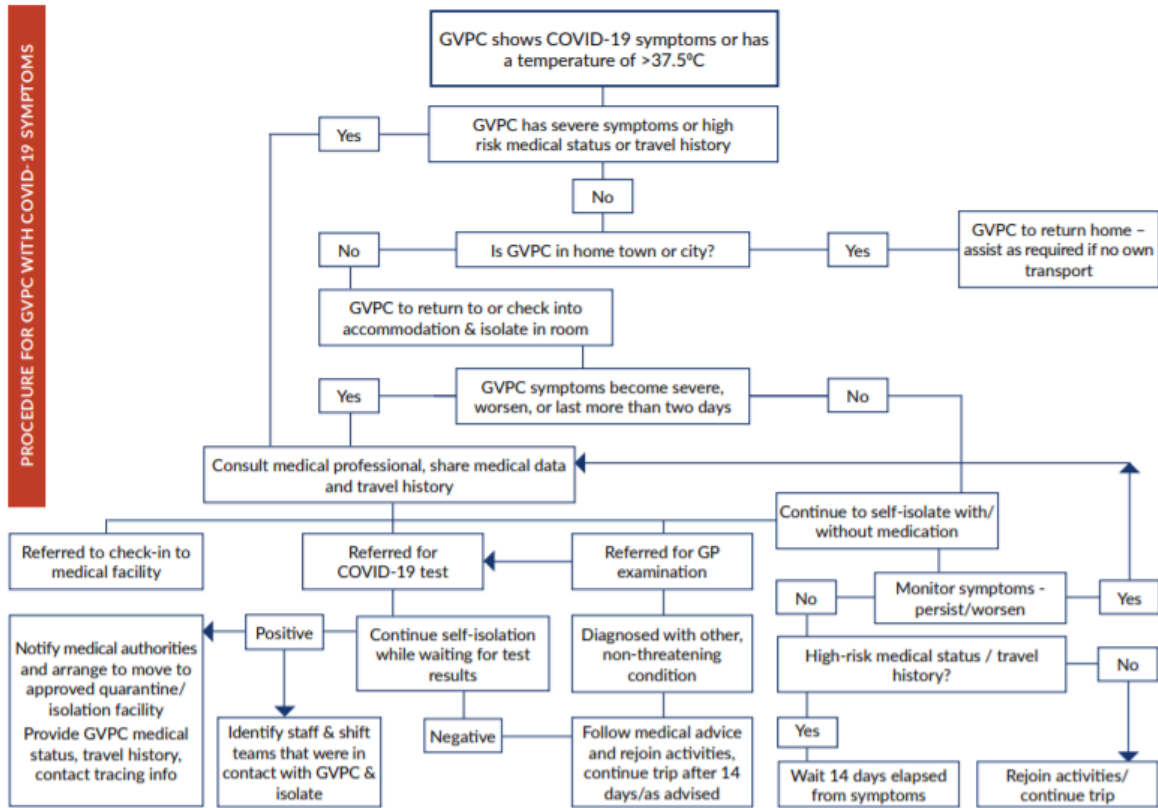
### Staff

- We aim to stop all infected staff members before entering the gate. Staff members will complete a questionnaire at the gate and have their temperature checked and logged. Staff will sign this form and it will be filed in their staff file.
- Should any of the staff members show any symptoms, they will be quarantined in their own room, Africa Safety/SATHIB will be contacted to carry out screening/testing. If found positive they will be sent home and room to be disinfected
- No handshaking or physical contact with guests.
- All staff keep a good 1.5m distance from guests whenever possible.
- It is compulsory for all guests and staff to wear a mask when in contact with each other, or in the public areas.



- When clocking in each morning on the fingerprint system, staff will also need to have their temperature checked and logged. Then the pen, DNS system and temperature reader must be sanitised (Wipes to be available).
- All staff is required to disinfect and sanitise their rooms daily and keep a log sheet – this will tie into performance appraisals/disciplinary processes will be followed if not adhered too.
- All staff is required to disinfect and sanitise staff quarters and facilities daily and keep a log sheet. This log sheet will tie into performance appraisals or disciplinary processes will be followed if not adhered to.
- On arrival staff must undergo a sanitising process including spraying or wiping shoes, clothes, cell phone and face mask before or just after entry.





### Staff training

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

- The virus, how it is spread, the symptoms and how long it survives on surfaces.
- The required sanitisation and distancing procedures for themselves and for guests.
- The effective use of PPE and what PPE they must use.
- 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 are no lapses in knowledge or deterioration in the levels of protocols practiced.

### Guest Suites

- All suites are fully sanitised before check in.
- Sterilising bomb/fogger for rooms.
- All communal bathroom amenities in the suites, like bath-salts and oil bottles, have been removed.



- Africology amenity box on arrival – small individual sachets replaces all large amenity bottles.
- All reading materials have been removed to avoid as much cross contamination as possible. You are now able to download your favorite magazine and newspaper from the DLT digital platform. Using the App to make it easier.
- Once sanitised, the remotes, guest keys are vacuum sealed.
- 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 where possible
  - Remove magazines, newspapers, games, decor items, flower pots and vases etc.

### Housekeeping, Linen and Laundry

- Housekeepers perform the morning room clean in full disposable mask, new gloves per suite and sanitise.
- Evening turndown suspended, eliminating unnecessary contact.
- Our laundry service is performed in house where each item of laundry is monitored by tag to ensure no cross contamination of clean and dirty laundry.
- Robes removed from the rooms, issued on request in a sealed bag. App can assist with this.
- Caddies and cloths sanitised daily.
- Mop heads changed between rooms.
- Check in day: Entire room sanitised before arrival (including room key, door handles and all surfaces).
- Stay overs: To reduce people coming into the room. The housekeeper will need to check mini bar and refill when returning to the room. Also be trained in basic maintenance duties, like changing bulbs, cleaning fire places and repacking wood.
- On check-in we will confirm if the guest/s would like us to service rooms and do turndowns. See board and day sheet. Also, if turndown is required. Check signs at door. Think we need two signs: "CLEAN REQUIRED" and "DO NOT ENTER"
- Check out: Entire room sanitised; linen changed. Room Glasses and cups to be sanitised with Milton.
- Housekeepers must stick protocols with correct colour coded purposes cloths and washed daily (in new HAT)
- Individual packets of vanity pouch and bath salts sachets from Africology to replace large communal amenities.
- Camp Manager to ask guests on check in if they would like their room serviced by a housekeeper once a day OR no one to enter their room at all.
- If they do not want anyone in their room, the Camp Manager must inform reception who will then update the day sheet, write on the morning meeting board and update the Ops Whats App Group: 'DO NOT ENTER' – these options can also be available on the app
- If a guest agrees to have their room serviced daily:  
In order to minimize staff in the guest rooms, only the housekeeper will enter the room (no butlers and no maintenance)
- Would add red bin bag's to room so people can dispose of used PPE they no longer want to use. OR have a small washing bag for mask.



### 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.

### Restaurant and Dining

- Kitchen menus are all designed with an immune boosting thread running through them.
- Menus are sent digitally to guests. The menu of the day is available on the app.
- All dining tables are 2m apart from each other, and set in all areas of the lounge, allowing guests to select the table they feel comfortable at.
- Every two hours, full sanitisation of all kitchen and all service areas.
- All the usual large jars of biscuits, jams, sweets and honeys have been removed.
- Individual sachets of jams, butter, biscuits instead of bigger jars.
- Kitchen must be **deep cleaned** daily. Inside fridges, under fridges, dry stores and the sanitising of all surfaces and equipment.
- Buzzers are installed in kitchen, you have to ensure you wash your hands every half an hour or sanitised.
- Chefs hairnets and aprons must be worn at all times.
- Strictest hygiene protocols must be applied to cooking (an updated HAT to be created)
- NO cross contamination (in new HAT)
- Adhere to new CONVID food standards in terms of packing and serving (in new HAT)
- All food served under plate covers (cloth).
- Precautions to be used when pouring drinks, tongs for ice, no touching the glass above the half way line – guest must take their own drinks from the tray. Trays must be lowered to guest level for guest to take their own drinks.
- Coffee machine must be sanitised after each service.

### 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.
- All goods must be fully sanitised at a station at the loading bay before entering the stores and refrigerators, Spray sanitisers are recommended.

### Room Service Dining

- Optional room service available for all meals.
- All meals served under a cloth.
- All cutleries sanitised and sealed.
- Biodegradable paper towels instead of serviettes.
- Tray sanitised before use.
- A friendly sanitised note in a frame, saying the guests should enjoy their meal.



### Bar Service

- Menu of hot drinks and cocktails especially designed to fight off colds.
- No longer using the glass straws. Replace with a disposable bamboo/biodegradable straw, individually wrapped.
- Wine by the glass replaced with the smaller individual wines. The 175ml bottles. Better for stock control also.

### Mini-Bar

- Guest is able to preorder and prepay for the items they want their mini bar stocked with. No returns.
- Will need to purchase small sealed milk boxes, no more decanting.

### Uniform

- Masks that are attractive and suit the uniform.
- Clear facial shields.
- Housekeeping to wear disposable PPE when cleaning the guest suites.

### Boutique

- Branded Hygiene Key available for sale.
- A gorgeous selection of PPE with beading, lace, sequins etc.
- Africology amenity kits and additional bathroom treats available.
- Will need to sanitize/fog the Boutique daily.
- Friendly signage asking guests not to touch items if not necessary.
- No fittings allowed.

### Moving forward using technology

- UV Light, germ zapper, installed into each suite and the kitchen and public toilets.
- The Vacuum sealer will seal items that are high touch areas. For every new check in.
- Approaching DNA to start a Covid roster, enabling us to monitor the permanent teams as accurately as possible.

### Conferences & functions

- Conferences and functions will be allowed to take place once regulations allow.
- Reduced capacity of 50% or ensuring 1.5-meter distance between delegates.
- Individual water, mints etc will be provided.
- Pens and paper only to be provided on request, delegates will need to keep this in their possession.

### Spa & Gym

#### *Spa*

- Spa will only operate when regulations allow.
- Guests and staff to have temperature taken before treatments.



- Staff will wear protective visors and 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.
- Screens will be put up for manicures and pedicures.

#### *Gym*

- Gym will be closed until regulations allow gyms to operate.
- Gym will be sanitised to be after each use.
- Guests will need to book a session if they would like to use the facility – we will only allow one set of guests at a time to use the gym.

#### Vehicles & special vehicles

Game Drive Vehicle Equipment and procedures specific to game drive vehicles includes:

- All guides to wear masks or face shields at all times.
- Guide orientation must include:
  - Ask guest to keep social distancing front of mind
  - All vehicles should have clear entry and exit procedures, with GVPCs entering one at a time, asked not to touch seat backs, take up seats one at a time, etc.
- Roll bars, seats and handles – to be wiped after each trip and sanitised before each use.
- Binoculars – not to be shared and to be wiped frequently by guests with wipes provided
- Water bottles will be for sale in the boutique.
- Precaution used on drink stops. All portable food and drink containers will be cleaned with surface disinfectant after each use and thoroughly at the end of trips. For drinks we will use tongs for ice, no touching the glass above the half way line. Snacks will be packed individually/per couple/family.
- Ponchos, blankets and hot water bottles will be allocated to each guest in a laundry bag and tagged. All these items to be cleaned and sanitised after each use and repacked into the laundry bag with tag.
- Sanitiser will 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.
- Vehicle sanitised before each use.
- Precaution used when pouring drinks, tongs for ice, no touching the glass above the half way line – guest must take from the tray. Trays must be lowered to guest level for guest to take their own drinks.
- Bag per row that contains sanitiser if needed.
- Banqueting activities will be catered for and served by individual/couple/family.

#### Activities

Activities vary greatly in their level of risk. All extra activities will be kept in small groups and safety protocols will strictly apply.