

# TOURISM & HOSPITALITY INDUSTRY STANDARD PROTOCOLS FOR COVID- 19 OPERATIONS

30 March 2022

## TABLE OF CONTENTS

|   | Page |
|---|------|
| 1. Introduction   | 2    |
| 2. Industry Protocols Self-Regulation                                     | 2    |
| 3. Pledge of Adherence to Protocols                                       | 4    |
| 4. Designated COVID-19 Health & Safety Staff                              | 5    |
| 5. GVPC Declaration: Medical, Travel Status & Access                      | 6    |
| 6. GVPC Temperature Monitoring  | 7    |
| 7. Signage and Easy to Follow Guest Information                           | 7    |
| 8. Staff Training   | 7    |
| 9. GVPC Personal Protective Equipment                                     | 8    |
| 10. Staff Personal Protective Equipment                                   | 8    |
| 11. Sanitising & Hygiene Practices  | 9    |
| 12. Standard Physical Distancing, Protective Barriers & Capacity Controls | 11   |
| 13. Food Service & Restaurants  | 13   |
| 14. Kitchens  | 13   |
| 15. Hotel Rooms and Accommodation Units                                   | 14   |
| 16. Vehicles  | 16   |
| 17. Staff Procedures and Staff Areas                                      | 17   |
| 18. Offices & Office Staff  | 17   |
| 19. Standard Procedures for GVPC & Staff with COVID-19 Symptoms           | 17   |
| 20. Special Areas   | 21   |

## DIAGRAMS

1. Diagram 1: Procedure for GVPC with Covid-19 Symptoms
2. Diagram 2: Procedure for Staff with Covid-19 Symptoms
3. Diagram 3: On-Premise Laundry

## ANNEXURES

1. GVPC Declaration Forms
  - 1.1. General Tourism
  - 1.2. Attractions, Restaurants, Activities
2. Department of Employment and Labour Consolidated Health and Safety Directions
3. WHO Ventilation Road Map – Non-Residential
4. Approved Vaccines as at 1 September 2021

## ABBREVIATIONS

|      |   |
|------|---|
| DMA  | Disaster Management Act                     |
| GPVC | Guests Visitors Passengers and Customers    |
| DoEL | Department of Employment and Labour         |
| WHO  | World Health Organisation                   |
| NICD | National Institute for Communicable Disease |
| DoH  | Department of Health                        |
| OHSA | Occupational Health & Safety Act            |

## **DISCLAIMER**

The TOURISM BUSINESS COUNCIL OF SOUTH AFRICA Tourism Business Council of South Africa ("the TBCSA") developed the Tourism Industry Standard Protocols for COVID-19 Operations ("the Protocols") annexed hereto. The Protocols are guidelines only and it remains the responsibility and liability of all persons and entities (collectively "the Users") using the Protocols to acquaint themselves with the Disaster Management Act 57 of 2002 ("the Disaster Management Act"), the Regulations issued in terms of the Disaster Management Act, the Directions issued in terms of the Regulations and all other Guidelines or Policies (collectively referred to as "the Applicable Legal Provisions"), and to comply with the Applicable Legal Provisions. The Protocols do not substitute or replace the Applicable Legal Provisions, and are subordinate to the Applicable Legal Provisions. TBCSA will not be liable (whether in contract, delict or otherwise) in relation to the contents of, or the use of, the Protocols or otherwise in connection with the Protocols in any way whatsoever, or for any direct, indirect, special or consequential loss or damages which might be suffered by the User using the Protocols or in respect thereof. By using the Protocols, the User agrees that the limitations of liability set out in this Disclaimer are fair and reasonable. Without prejudice to the above the User further agrees that the limitations of liability stipulated in this Disclaimer will protect, and inure for the benefit of, the TBCSA, its directors, officers, employees and agents from any liability whatsoever.

## **1. INTRODUCTION**

- 1.1. The South African tourism and hospitality industry has developed comprehensive protocols for the operation of all types of tourism businesses and facilities in times of the COVID-19 pandemic.
- 1.2. The protocols align with the Tourism Norms and Standards, the latest Disaster Management and Department of Employment and Labour (DoEL) Regulations, and the World Health Organisation (WHO), National Institute for Communicable Disease (NICD), and Department of Health (DoH) guidelines and advice, the Occupational Health & Safety Act (OHSA), as well as the Directions published by Department of Tourism and other ministries where applicable. The protocols are updated as required on an on-going basis in line with the risk-adjusted economic activity allowed and the pandemic status.
- 1.3. This version of the protocols is envisaged to operate under risk levels 1. It will however be updated as and when the situation changes. It includes updates to cater for vaccination status and a greater emphasis on ventilation. It has now been determined that COVID-19 transmission is aerosol (airborne), and droplets are a lessor form of transmission. Cleaning of surfaces is therefore now considered of lessor importance and ventilation key.
- 1.4. Fully vaccinated staff and GVPCs do not have to isolate after coming into contact with a COVID positive person unless showing symptoms. Fully vaccinated is 14 days after the final dose of a two-dose vaccine, or 28 days after the administration of a one-dose vaccine. Vaccines accepted are as per those provisionally or fully approved by the USA Food and Drugs Administration (FDA), the European Medicines Agency and the South African Health Product Regulatory Authority (SAHPRA).
- 1.5. These protocols will be relaxed as appropriate 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 published in Government Gazette 43096 on 15 March 2020 remains in force.
- 1.6. The protocols cover customer information and staff training, PPE (personal protective equipment), ventilation, physical distancing, sanitisation and hygiene practices for staff and customers, and surface sanitising among others.
- 1.7. We are confident that these extensive protocols enable the travel, tourism, hospitality and related industries to operate safely while COVID-19 restrictions are in place. Our businesses will be among the safest places to be. The protocols address all the acknowledged risk areas related to our industry.
- 1.8. While all of these protocols can and will be applied to aviation and cruise operations, these sub-sectors have additional sector-specific protocols which have been developed internationally, and in the case of aviation, adopted by the South African Civil Aviation Authority.

## **2. INDUSTRY PROTOCOLS SELF-REGULATION**

- 2.1. A Travel Safe – Eat Safe certification scheme has been developed for the industry to adopt the protocols. It consists of a free centralised portal where businesses can register to obtain the Travel Safe – Eat Safe as well as World Travel & Tourism Council (WTTC) certification. This mobile App forms part of the system to assist businesses with user-friendly online evidence based reporting. Information collected on the portal per establishment or business includes confirmation of:
- 2.1.1. Implementation of the protocols
  - 2.1.2. Acceptance of the pledge
  - 2.1.3. Training of staff
  - 2.1.4. PPE in use
  - 2.1.5. Screening of guests, staff and suppliers

An industry-wide weekly report on the level of compliance will be generated by the system for review.

To download the Travel Safe-Eat Safe App, please visit: <http://tourismsa.opus4business.com/>

### 2.2. Training

- 2.2.1. The TBCSA Covid-19 training manuals are available to download at: [www.TBCSA.travel](http://www.TBCSA.travel)

### 2.3. Non Compliance by business operators

- 2.3.1. A complaints process will be housed on the app for customers to utilise should they find, after raising concerns to staff or management, that the Protocols are not being followed.
- 2.3.2. Follow the Travel Safe-Eat Safe App, please visit: <http://tourismsa.opus4business.com/>

### 3. PLEDGE OF ADHERENCE TO PROTOCOLS

- 3.1. 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, (add name), the (add position) of (add business name), a business which operates in the travel and tourism industry, hereby pledge that as applicable, 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. I also pledge that we 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, (add business name), 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, to further the well-being of all of the people of South Africa.

Name:

Date:

Signature:

#### **4. DESIGNATED COVID-19 HEALTH & SAFETY STAFF**

- 4.1. Each operating business and/or premises will designate a COVID-19 Health and Safety Officer (COVID-19 Officer). In a small business the owner or manager will take on the role of overseeing COVID-19 protocols, while in medium businesses it will be an additional formal role taken on by a manager, and large businesses should consider appointing a dedicated officer.
- 4.2. 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 the implementation of COVID-19 protocols, and any issues related thereto.
- 4.3. **Covid-19 Officer & Team Responsibilities**
  - 4.3.1. Develop a risk assessment of all aspects of operation in-line with the DoEL COVID-19 Occupational Health and Safety Measures in Workplaces. and consult with any representative Union and any designated Health and Safety Committee or Health and Safety employee representatives (as per the OHSA) on the risk assessment. Employers with more than 50 employees must submit the risk assessment and their COVID -19 policy to its Health and safety Committee (established as per the OHSA) DoEL.
  - 4.3.2. Develop, maintain and implement standard operating procedures (SOPs) based on industry safety protocols for all relevant sections of the business including:
    - Standard hygiene and sanitising procedures (including schedules /logbooks as needed) per area/facility/vehicle category etc.
    - Special area cleaning procedures – as required
    - Capacity limits and controls physical distancing plans
    - Ventilation plans
    - Guest/visitor/passenger/client (GVPCs) procedures
    - Staff procedures
    - PPE standards for staff
    - PPE standards for GVPCs
    - Procedures for staff with symptoms, and /or suspected COVID-19
    - Procedures for GVPCs with symptoms, and /or suspected COVID-19
  - 4.3.3. Monitoring the implementation of industry safety protocols and SOP's as relevant to the business
  - 4.3.4. Monitoring overall compliance, identifying and correcting gaps, and adapting the plan to practical experience
  - 4.3.5. Monitoring compliance with correct PPE usage – observing, CCTV, spot checks etc.
  - 4.3.6. Maintain staff and GVPCs COVID-19 specific health & related records ensuring they are kept for 6 weeks after the termination of the State of Disaster. GVPC records for attendees at concerts and entertainment events must be kept for 6 months.
  - 4.3.7. Maintain and check logs of cleaning activities
  - 4.3.8. Maintain and manage stock and use of PPE
  - 4.3.9. Oversight of all staff training and staff and guest information provision
  - 4.3.10. Independent Third Party Hygiene Audits – as required
  - 4.3.11. Independent Third Party decontamination cleans – as required
  - 4.3.12. Monitoring compliance with the DoEL COVID-19 Occupational Health and Safety Measures in Workplaces
- 4.4. The COVID-19 Officer must keep in touch with their primary representative association and the TBCSA to keep abreast of any latest developments. In medium and large businesses they should keep up to date with WHO, National DoH, DoEL and NICD, National Institute for Occupational Health, and their Provincial Department of Health with respect to recommendations and guidelines for travel, tourism and hospitality operations during the COVID-19 pandemic.

## 5. GVPC DECLARATION: MEDICAL, TRAVEL STATUS & ACCESS

- 5.1. Medical and travel declaration is not a requirement except for the international traveller visiting SA;
  - 5.1.1. Should be fully vaccinated
  - 5.1.2. Or produce a valid Covid-19 Test certificate obtained not more than 72 hours before travel.
  - 5.1.3. The following are exempt from the provisions of 5.1.1 & 5.1.2 above
    - 5.1.3.1. Daily commuters from neighbouring states who teach or attend school in the Republic
    - 5.1.3.2. Children below the age of 5 years
    - 5.1.3.3. Airline crew who upon arrival in the republic do not disembark
- 5.2. Establishment determined procedures will apply on arrival/check-in/boarding/entering/pick-up as appropriate.
- 5.3. Where necessary a staggered approach on reducing the amount of information that should be declared by the GVPC.
- 5.4. Temperature checks may be done.
- 5.5. Where possible higher risk GVPCs should be asked to fill in the declaration form. Declaration Form must include:
  - 5.5.1. COVID-19 symptom and temperature screening
  - 5.5.2. Nationality
  - 5.5.3. ID or passport number
  - 5.5.4. COVID 19 risk factorsOptional Information that maybe taken
  - 5.5.5. Confirmation that a COVID-19 briefing has been received upon first arrival
  - 5.5.6. Vaccination Status
  - 5.5.7. General health
  - 5.5.8. Physical impairments
  - 5.5.9. Record of trip – itinerary (past and future) for tracing
  - 5.5.10. Recent travel history other than this trip – 1 month
  - 5.5.11. Next of kin/friend not travelling with you name and contact details
  - 5.5.12. Smoker status and fitness level
  - 5.5.13. Travel insurance declaration and proof (international guests)
- 5.6. The form will state clearly that the GVPC 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.
- 5.7. **Annexure 1** contains the standard formats for capturing this information. The information will only be shared with authorized persons. Reduced information may be taken at attractions, activities and restaurants for short duration ( $\pm$ 3 hour) visits, except for conferences and casinos, where the information must be collected. Additional information has to be collected from attendees at concerts and entertainment events (see section 20.5.6). The completion and acceptance of the form acts as access acceptance into a facility or vehicle.
- 5.8. Industry operators may develop the form as an app, which the GVPC completes on a device, before or on arrival, with electronic submission on arrival indicating sign-off
- 5.9. Where a tour operator is responsible for the deemed high risk guests on a tour or an external transport provider is conveying GVPCs to or from another facility or establishment e.g. a hotel or an attraction, copies (electronic or hard copy in a plastic folder) of the guest medical and travel declaration taken by the tour operator or transport provider or facility can be passed on to the facility or transport provider, as long as GVPC temperatures are taken again at point/time of transfer or arrival.
- 5.10. Where there is no guest contact i.e. self-check-in and self-check-in/out of separate self-catering chalets or properties with no servicing during the stay (self-service self-catering), a reduced guest declaration is required at the reservation stage including the commitment to inform the owner/operators post check-

out should anyone in the party become COVID positive within 14 days of departure. No temperature taking is required.

## **6. GVPC TEMPERATURE MONITORING**

- 6.1. The temperature of the GVPCs may be taken on arrival/boarding/pick-up/check-in etc.
- 6.2. For multiple-day stays, daily temperature may be recorded
- 6.3. All staff member temperatures, including management or staff visiting from other branches/head office etc., third party delivery staff, 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.
- 6.4. All temperatures will be taken with a non-contact thermometer.
- 6.5. Any temperature outside of the normal range (above 38°C) requires action to be taken, please refer to protocol 19.

## **7. SIGNAGE & EASY-TO-FOLLOW GUEST INFORMATION**

- 7.1. Guests should be provided with information and briefings on the COVID-19 protocols.
- 7.2. Easy to understand and assimilate information must be provided in rooms, on the backs of vehicle seats, at the reception desk and check-in/pick-up counters, on tables, notices by lifts, etc. This could be translated or in picture format if necessary.
- 7.3. Apps and other electronic information provisions can be used to minimise touch.
- 7.4. For first arrival/check-in/boarding of vehicles etc. standard briefings should be made to all GVPCs similar to current airline safety briefings.
- 7.5. Information and briefings must emphasize that measures are for guest and staff safety and must cover:
  - 7.5.1. Hand sanitising and correct hand washing
  - 7.5.2. Physical distancing – spacing and queues
  - 7.5.3. Use of masks
  - 7.5.4. Brief explanation of procedures if someone has a high temperature or COVID-19 symptoms
  - 7.5.5. Access to medical services and pharmacies
  - 7.5.6. Other detail per business and sub-sector – such as room cleaning and linen change frequency, food service options and if restaurant reservations are 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.

## **8. STAFF TRAINING**

- 8.1. Extensive training must be provided to all staff to ensure that they understand:
  - 8.1.1. The virus, how it is spread, the symptoms and how long it survives on surfaces
  - 8.1.2. The safety and efficacy of vaccines and the imperative to achieve high levels of vaccinated people to end the pandemic and protect each other and GVPCs
  - 8.1.3. The required sanitisation and distancing procedures for themselves and guests
  - 8.1.4. The effective use of PPE and what PPE they must use
  - 8.1.5. How to change into and out of uniforms
  - 8.1.6. Contactless operations

- 8.1.7. Package handling and handling of orders and delivery to customers
- 8.1.8. 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
- 8.2. 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.
- 8.3. Training should also cover support for staff, addressing their general fears and concerns, what happens if they have symptoms or test positive etc., how this might affect their shift/team, and how the business will support them.
- 8.4. 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 practised. Training rooms must have proper physical distancing.
- 8.5. The TBCSA Covid-19 training manuals are available to download at: [www.TBCSA.travel](http://www.TBCSA.travel)

## **9. GVPC PERSONAL PROTECTIVE EQUIPMENT**

- 9.1. GVPCs will be required to wear masks except when:
  - 9.1.1. In their guest bedroom
  - 9.1.2. They are a small group in a self-drive hire car
  - 9.1.3. While eating or drinking
  - 9.1.4. When sitting together in a related small group, in well-spaced (2 meters or more apart) outdoor areas

GVPCs moving around within restaurants, bars, lounges, etc must wear a mask, eg to collect food at a buffet or bar or to use the bathrooms.
- 9.2. Acceptable masks are cloth masks, surgical masks and N95 respirators. It is expected that most GVPCs will have their own cloth masks.
- 9.3. 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.
- 9.4. 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 or a cloth bag that is washed with the mask in it.
- 9.5. It will be at the businesses' discretion to charge for masks and laundry of masks or not.
- 9.6. Where possible biohazard containers must be used for disposal of all used disposable PPE or failing this high-quality plastic bags or containers which can be securely closed and marked hazardous.

## **10. STAFF PERSONAL PROTECTIVE EQUIPMENT**

- 10.1. All staff must wear masks at all times, except while taking meals. The business must provide sufficient disposable masks for a mask per staff member per shift, or a minimum of 2 cloth masks per staff member. 3 masks are preferable, one is worn on shift, including on transport home, one is in the laundry (at home or provided by the business), and one is already clean and ready to wear the next day when returning to work.

- 10.2. 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.
- 10.3. It is recommended that staff working in laundries wear disposable shoe coverings.
- 10.4. Disposable plastic aprons are recommended for in-room cleaning, clearing and wash-up.
- 10.5. Disposable gowns or boiler suits/overalls (which can be laundered) must be worn in laundries, waste disposal, and vehicle cleaning. For smaller establishments, a disposable or washable apron should be worn for these activities and discarded or cleaned after such activities are completed.
- 10.6. Perspex shields must be installed where staff serve GVPCs at a counter eg for receptionists, check-ins, pick-up cashiers, between facing kitchen workstations, over kitchen pass-outs, at fast-food counters, around drivers in vehicles etc. where Perspex barriers are not possible in such situations, visors must be worn.

## **11. SANITISING & HYGIENE PRACTICES**

- 11.1. Frequent GVPC and staff hand sanitising and/or hand washing is critical. Proper sanitising of surfaces.
- 11.2. Members of staff using an area continuously, such as a counter, desk or worktop should be responsible for sanitising their surface from time to time.
- 11.3. 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 and should at a minimum be daily.
- 11.4. **Hands & Personal Items**
  - 11.4.1. 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. Foot-controlled, or automatic dispensers are preferable.
  - 11.4.2. Thereafter sanitisers or wipes for GVPCs to use will be available for changes in situation e.g., on exit, boarding or disembarking, entering or leaving a facility, area or vehicle, using public 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.
  - 11.4.3. Appropriate non-touch bins should be available for disposal of wipes everywhere wipes are provided
- 11.5. **Surfaces**
  - 11.5.1. 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 for personal use items, this must happen after every "use" or change of person/people using, or at a minimum daily.:
    - 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 & scoops
- Waiting stations
- Deck railings & stair/deck banisters/balustrades
- Escalator handrails
- 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
- Door handles and support grabs
- Window levers/buttons
- Air-conditioning controls & vents
- Windowsills

#### 11.6. **Luggage**

- 11.6.1. 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
- 11.6.2. Staff handling luggage should sanitise or wash hands immediately before and after touching luggage
- 11.6.3. If the guest handles their own luggage to move it into or out of, their own vehicle or a separate room/unit/chalet, and it is not entering a shared building or touched by staff, then wiping or spraying is not required

#### 11.7. **Cash Handling**

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

#### 11.8. **Ventilation** – Heating, Ventilation, Air Conditioning (HVAC)

- 11.8.1. Due to the airborne transmission of COVID 19 ventilation is key to reducing transmission risk.
- 11.8.2. Transmission is rare in outdoor settings, so tourism and hospitality businesses must maximise outdoor utilisation by such as extending outdoor use areas and covering with open-sided, shade/rain protection, using patio heaters etc to maximise take-up.
- 11.8.3. All premises, vehicles, crafts etc must be kept well ventilated by natural or mechanical means to reduce the SARS-CoV-2 viral load. Ventilation systems should operate at 10 litres per second per person (SANS 10400).
- 11.8.4. In larger premises and vehicles a HVAC professional should be consulted to assess air flows. Even with good systems, rooms and areas can have dead air pockets and cleaner air zones. Staff positions and GVPC seating can be adjusted to maximise the best cleaner air zones.
- 11.8.5. Ventilation systems should be set to the highest percentage of outdoor air supply, and controls which reduced air supply based on temperature or occupancy should be disabled.

- 11.8.6. To support weaker ventilation systems and natural ventilation, as well as address dead air pockets, windows openings and fans must be used. As far as possible windows/doors on opposite walls/vehicle sides should be open to allow cross ventilation. When this is not possible, and in larger natural ventilation areas, fans (ceiling and pedestal should be used to enhance airflows, particularly placed close to open windows blowing into rooms and near to GVPC groups. Additional extractors/whirlybirds and standalone air cleaners can also be used.
- 11.8.7. Between usage, windows and doors should be left open; this is preferably done for 15 – 30 minutes before occupancy and for a similar time post-occupancy.
- 11.8.8. Heating, ventilation and air conditioning systems must be regularly cleaned, serviced and operating effectively. Vents should not feedback through open windows.
- 11.8.9. Where possible, High Efficiency Particulate Air (HEPA) air-conditioning filters are to be installed
- 11.8.10. The highest compatible filters should be installed in HVAC equipment and all filters must be cleaned and replaced following the manufacturer’s instructions by a competent person

## 11.9. General

- 11.9.1. Bio-spill kits should be used if possible, for all cleaning of blood or vomit
- 11.9.2. Only appropriate disinfectant surface cleaners to be used
- 11.9.3. Only 70% alcohol hand sanitisers to be used
- 11.9.4. Any swimming pools operating must be at maximum safe levels of chlorine or other anti-bacterial agents
- 11.9.5. Water reticulation systems, fridges, dishwashers, and laundry equipment must be regularly cleaned, serviced and operating effectively
- 11.9.6. Hot cycles (70°C or higher) with good detergents, preferably peracetic, should be used for laundry
- 11.9.7. High temperature dishwashing settings should be used at 55 - 60°C with rinse at 85 - 90°C

## 12. STANDARD PHYSICAL DISTANCING, PROTECTION BARRIERS AND CAPACITY CONTROLS

### 12.1. Standard Physical Distancing

- 12.1.1. 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 and In reception and lounge areas, waiting areas and other places where people may gather.
- 12.1.2. Exceptions are when one person, e.g., a receptionist or cashier, is wearing a visor, or if there is a Perspex or similar physical protection barrier between the people concerned
- 12.1.3. GVPCs from the same small family/friend group who are travelling together or share a room or car can be close to each other
- 12.1.4. 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. Avoid printing of forms, agreements, quotes, invoices, if possible and documents to be processed digitally as far as possible.
- 12.1.5. 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. An owner or operator of any indoor or outdoor facility where gatherings are held must display the certificate of occupancy which sets out the maximum number of persons the facility may hold. This will be subject to the prevailing limits on gatherings under government’s adjusted risk alert levels.

### 12.2. Restaurants & Bars

- 12.2.1. Allowed persons per DMA regulation.
- 12.2.2. Bars and restaurants may operate subject to the regulations and gathering limits and physical distancing of 1.5 meters between unconnected individuals.

### 12.3. Queuing & One Way Systems

- 12.3.1. 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
- 12.3.2. Where there are multiple entrances/doors or free flow systems, etc one-way systems can be introduced to minimise people brushing past each other.
- 12.3.3. Queuing situations and one-way systems must be monitored and adjusted if proven to be inadequate

#### 12.4. **Lounges & Waiting Areas**

- 12.4.1. 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
- 12.4.2. Discretion can be used for people from the same small family/friend group who are travelling together

#### 12.5. **Bedrooms**

- 12.5.1. 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 to 5m<sup>2</sup> minimum spacing per bed. For example, use of only one bunk bed per bunk bed unit

#### 12.6. **Casinos**

- 12.6.1. No of persons allowed as per DMA regulation
- 12.6.2. Casinos must 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
- 12.6.3. Excess softs and movables should be removed to reduce surfaces
- 12.6.4. Attendants will sanitise all machine and other surfaces touched after every use, or guests will be provided with surface sanitiser to do the same
- 12.6.5. Table seating will be spaced with chairs removed to ensure spacing

#### 12.7. **Lifts**

- 12.7.1. Capacities of service and public lifts must be controlled and not be crowded. This will require clear signage at all lift entrances and in lifts, and where possible, use of markers on lift floors.
- 12.7.2. 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 same small family/friend groups who are travelling together

#### 12.8. **Pools & Pool Areas**

- 12.8.1. Loungers should be 1.5m meters between groups.
- 12.8.2. Towels must be removed and provided to guests upon request

#### 12.9. **Vehicles**

- 12.9.1. Regulations may set vehicle capacities. At present, the legal capacity regulations for e-hailing, mini-bus, midi-bus, meter taxis, shuttle services, chauffeur-driven vehicles and buses are 100% (including the driver) for distances of less than 200kms and 70% for distances of more than 200kms

Below are recommendations for tourism industry operations:

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

- The guideline is approximately 70% capacity, with discretion in seating family/friend groups together which can increase capacity utilisation. Unconnected individuals should have empty seats between them
- When the international markets open, we expect generator markets will set standards – including vehicle capacity utilization
- Where possible, Perspex or similar shields should be introduced to shield and protect the driver or consideration given to the driver being equipped with a visor, but only where this does not hinder his ability to clearly see the road

#### 12.9.3. **Cars: Chauffeured**

- 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 larger and luxury cars, a front passenger is permitted, and two people may sit in the back, unless the GVPCs are from the same small family/friend group who are travelling together when 3 can be accommodated in the rear. Central seats can be marked with tape to indicate they are not generally for use
- Where possible Perspex or similar shields should be introduced to shield and protect the driver or consideration be given to the driver being equipped with a visor

#### 12.9.4. **Cars: Self-drive**

- Up to 5 people from the same small family/friend group who are travelling together can use one car (5 seater).

### 12.10. **Adventure Activities**

12.10.1. Group sizes could be reduced to ensure adequate social distancing is maintained during the activity

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

### 12.11. **Vehicles, Boats & Marine Conveyances and Other Group Conveyances** (e.g. cable cars, funiculars, trailers, funfair-type rides, rail cars, etc)

12.11.1. The guideline is approximately 70% capacity, with discretion in seating family/friend groups together

12.11.2. Unconnected individuals should have empty seats between them

12.11.3. Should clients being transported in a tourism activity vehicle or craft face the likelihood of being bumped into each other due to the speed, uneven surface or nature of the activity, then the above capacity limits should be reduced further to avoid such likelihood

## **13. FOOD SERVICE**

13.1. Buffet option can be implemented. There guests should have masks on whilst the buffet station.

13.2. The buffet station where possible can be covered with a dome.

13.3. The hand sanitizers should be provided at the food serving stations.

## **14. KITCHEN**

14.1. The key to safe kitchen operation is physical spacing and ventilation.

14.2. Workstations should be demarcated to indicate the physical spacing required. If possible, facing workstations should be eliminated or Perspex or similar protective shields provided between facing stations. Protective shields can also be used to separate side-by-side stations. Employees that work in clearly defined spaces must stay in their space as far as possible and employees that move about must use clear pathways with care and attention not to come in close contact with one another.

- 14.3. Equipment must be sanitised regularly using surface sanitisers (handles, knobs, dials, switches and static equipment) and utensils, pots and pans, and receptacles should undergo frequent hot washing.
- 14.4. Kitchen equipment and guest crockery and cutlery should be washed separately; both on deep, high temperature wash cycles.
- 14.5. The exteriors of any packaged food item not completely used up, and of all containers of food, should be regularly sanitised with wipes (before returning to storage after opening and extracting).
- 14.6. Ventilation should be maximised either with open windows, and or fans, and/ or efficient air-conditioning.

## **15. HOTEL ROOMS AND ACCOMMODATION UNITS**

- 15.1. Hand sanitiser or sanitising wipes must be provided in all guest rooms and units for guest use and may also be on sale for guests to purchase.
- 15.2. Hotel rooms and other accommodation require increased cleaning and sanitisation both on stay-over and check-out cleans. New room cleaning standards must be specified, and room cleaning staff must be trained on these standards. This will also include how to handle linen and sanitising of bathrooms.
- 15.3. Disposable gloves should be worn when cleaning bathrooms and disposable aprons are also recommended.
- 15.4. Room cleaning staff must sanitise their hands and shoes, and disposable aprons on finishing each room and before entering the next room.
- 15.5. Stay-over cleans concentrate on a careful sanitising clean of all surfaces.
- 15.6. On check-out all door handles, furniture, all surfaces, TV remotes and other movable items, wall surfaces close to traffic/seating/bedside areas, and all floors should be thoroughly cleaned with an effective disinfectant and bathrooms thoroughly cleaned including all wall surfaces.
- 15.7. Room keys or cards must be wiped or sanitised after every check-out and before every check-in.
- 15.8. Efficient bedroom ventilation i.e. effective air conditioning and /or opening windows is important. If windows can be opened, they should always be opened during room cleaning. Windows may be quickly opened for all check-out rooms as soon as they are vacated, allowing as much ventilation as possible before a room cleaner enters to clean.
- 15.9. 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 quality plastic bags which can be securely closed/tied, or into washable cloth bags which can be tied/zipped closed, for transporting to the laundry or for laundry collection.
- 15.10. 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.

## 16. VEHICLES

- 16.1. Vehicles should undergo a surface clean between every trip – as per 9.2, wiping down with sanitising wipes or disinfectant. This includes vehicle keys, steering wheels & gear levers, dashboard controls, seatbelt buckles, window levers/buttons, air-conditioning controls & vents, door handles and support grabs, levers for opening boots, bonnets, petrol tanks etc. Similar wipe downs are required each time a driver delivers, moves or parks a vehicle i.e. before the next driver or GVPC uses the vehicle.
- 16.2. 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.
- 16.3. 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 a disinfected and all surfaces inside and outside well-cleaned with a suitable disinfectant and use of a disposable cleaning cloth is recommended for this.
- 16.4. Surfaces which should be considered for disinfection include:
- |                                    |                               |
|------------------------------------|-------------------------------|
| 16.4.1. Door handles               | 16.4.20. Heating controls     |
| 16.4.2. Roof above handles         | 16.4.21. Gloveboxes           |
| 16.4.3. Grab handles               | 16.4.22. Storage compartments |
| 16.4.4. Inner door releases        | 16.4.23. Cup-holders          |
| 16.4.5. Window switches            | 16.4.24. Rear-view mirrors    |
| 16.4.6. Inner door handles         | 16.4.25. Interior lights      |
| 16.4.7. Door pockets               | 16.4.26. Grab handles         |
| 16.4.8. Seatbelts                  | 16.4.27. Keys                 |
| 16.4.9. Seatbelt clips             | 16.4.28. Headrests            |
| 16.4.10. Seat adjustment buttons   | 16.4.29. Seat pockets         |
| 16.4.11. Steering wheel            | 16.4.30. Rear central tabs    |
| 16.4.12. Horn                      | 16.4.31. Fuel caps            |
| 16.4.13. Control stalks            | 16.4.32. Wheel valves         |
| 16.4.14. Driver air vents          | 16.4.33. Boot lids            |
| 16.4.15. Dashboards                | 16.4.34. Parcel shelves       |
| 16.4.16. Power buttons             | 16.4.35. Boot floor tabs      |
| 16.4.17. Gear shifts – full length | 16.4.36. Boot close buttons   |
| 16.4.18. Multimedia screens        | 16.4.37. Bonnet lids          |
| 16.4.19. Central air vents         |                               |
- 16.5. Cleaners must wear gloves, and can wear disposable aprons, gowns or boiler suits.
- 16.6. Where a cabin air filter is used for cleaning air inside the vehicle consider changing this filter more frequently.
- 16.7. **Special Vehicles – Open Vehicles**  
Equipment and procedures specific to open vehicles includes:
- 16.7.1. Roll bars and handles – to be wiped after each trip or each drink/meal stop on a trip
  - 16.7.2. Binoculars – not to be shared and to be wiped frequently by guests with wipes provided
  - 16.7.3. Portable food and drink containers - to be cleaned with surface disinfection after each use, and thoroughly at the end of trips
  - 16.7.4. Social distancing and sanitising and surface cleaning apply
  - 16.7.5. The passenger seat next to the guide can be utilised
  - 16.7.6. Unconnected individuals should have empty seats between them

16.7.7. No other capacity limits apply to open vehicles

**16.8. Other Vehicle Considerations**

16.8.1. On-board toilets can now be opened on short trips. They should be thoroughly cleaned with surface sanitiser every few 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

16.8.2. In larger vehicles, drivers and guides may use a PA system, microphone, megaphone or quietvox system to communicate with passengers to avoid turning, shouting etc., and to enable them to be heard through Perspex or similar protective shields

16.8.3. Bus and coach air-conditioners may be modified to include HEPA air purifiers (similar to plane systems), which will reduce the ability of the virus to circulate inside the vehicle

16.8.4. In all vehicles, opening windows must be practiced as far as is practical , to allow air circulation

|   |
|---|
| <b>17. STAFF PROCEDURES &amp; STAFF AREAS</b> |
|---|

**17.1. Staff Areas & Rosters**

17.1.1. Staff areas are just as important for sanitising and physical spacing as public areas, and protocols for staff apply to temporary, part-time and out-sourced staff working on the premises and third-party delivery staff

17.1.2. 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, level of ventilation, and levels of contact with GVPCs and other staff

17.1.3. 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 or disabled. Lockers also need to be sanitised after each shift by each staff member before they leave. There must be adequate facilities for the washing of hands with soap and clean water and only paper towels should be provided in staff ablutions for drying hands

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

17.3. Staff kitchens, canteens, and bathrooms must be operated under the same hygiene, sanitising and spacing standards as guest restaurants (see sections 12, 13 and 14) and facilities. Similarly, the same standards will apply to service elevators as guest elevators.

**17.4. Staff Arrival and Screening**

17.4.1. It is important to ensure that staff information is recorded and kept up-to-date including full-name, ID/Passport number, vaccination status, address, cell no., nationality, nature of position (temporary, part-time/full-time) and in addition relevant medical history regarding chronic or other conditions. 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. Businesses with more than 50 staff must submit the COVID staff profile data to the National Institute for Occupational Health (see DoEL Directions).

- 17.4.2. On arrival staff must undergo a screening and sanitising process including spraying or wiping, handbag, wallet/purse and cell phone before or just after entry. Walk-off mats can also be implemented at entrances
- 17.4.3. All staff members will have their temperature checked on arrival and before departing and answer screening questions or complete a screening form. The screening **must** ascertain whether they have any of the observable symptoms associated with COVID-19, namely **fever, cough, sore throat, redness of eyes or shortness of breath** (or difficulty in breathing) and ask if they have additional symptoms ie body aches, loss of smell or loss of taste, nausea, vomiting, diarrhoea, fatigue, weakness or tiredness
- 17.5. 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.
- 17.6. 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.
- 17.7. HR policies must be updated to reflect all the changes due to the COVID-19 operating environment.

## **18. OFFICE STAFF**

- 18.1. Most of the staff procedures and PPE requirements apply to offices.
- 18.2. As with office based staff in other industries, if people can work from home this will be encouraged as far as possible.
- 18.3. Desks and chairs will be removed, spaced apart or taped off to ensure proper distancing and spacing, with Perspex or similar shields used to separate facing workstations and nearby workstations if required. Superfluous items can be removed from desks to limit surfaces and items for sanitising.
- 18.4. Regular hand sanitising for all employees and regular sanitisation of surfaces (as per section 11.6) will be implemented and no-touch refuse bins will be used for all waste and for sanitising wipes.
- 18.5. Ventilation will be maximised via open windows and doors, fans, additional air cleaners and effective air-conditioning.
- 18.6. The DoEL guidelines for offices being work-place ready in the COVID era will be followed.

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

- 19.1. The operations must have at hand and available the telephone numbers of the health authorities, medical centres, general practitioners, public and private hospitals, testing centres and services to be used.
- 19.2. 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.
- 19.3. GVPCs – On arrival but before check-in/pick-up etc.

- 19.3.1. The normal information gathering for the accommodation establishment at check in and pick up services should be applied.

#### 19.4. **Monitoring of GVPC with Symptoms**

- 19.4.1. Where possible, GVPCs that are positive and with symptoms should isolate in the room for 7 days and meals served in their room.
- 19.4.2. Based on the medical professional's recommendation the GVPCs should either be:
- Referred for a COVID-19 test – use designated transport to and from a testing centre
  - 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
- 19.4.3. Diagram 1 below, depicts the above and the steps to be taken thereafter
- 19.4.4. Guests in isolation should preferably be in designated rooms, single occupancy and no shared bathrooms
- 19.4.5. Rooms and vehicles used for transport of or accommodation for suspected or confirmed COVID-19 cases and areas known to have been utilised by the GVPC concerned should undergo a deeper clean. Where confirmed cases are concerned, an outside service provider can be used to ensure effective decontamination
- 19.4.6. 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 if this is within 3 days of utilisation.
- 19.4.7. When caring, serving or cleaning for or after a suspected or confirmed case of COVID-19, biohazard disposable waste bags, boxes and containers or similar must be used for waste and all soiled /dirty items including used PPE, which is going for cleaning or disposal
- 19.4.8. Where a GVPC who has been travelling on a trip in a vehicle or staying in a facility, tests positive, any staff who are not fully vaccinated and have interacted closely with the GVPC or cleaned the relevant room or vehicle and the rest of any travel group they are travelling with, if they are not fully vaccinated, must go into 7-day isolation at home or in an accommodation establishment.

#### 19.5. **Monitoring Staff with Symptoms**

- 19.5.1. 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 7 days (as per the procedure for staff who are positive – please see Diagram 2 below).
- 19.5.2. If staff have antibodies or are fully vaccinated they can be considered lower risk, and possibly assigned to care for potential COVID-19 cases when these present
- 19.5.3. Any staff member with a temperature or showing COVID-19 symptoms must not work and must be asked to self-isolate. If the worker is already at work, the staff member should immediately be isolated and provided with a FFP1 surgical mask. If they show symptoms before a shift they should not start and should not enter the premises
- 19.5.4. Where practical, staff should self-isolate at home, with regular check-ins on progress and status from a HR/COVID-19 senior person from the business. Businesses may support suspected COVID-19 staff with accommodation provision in their own designated isolation rooms preferably on one floor or in one block, or with isolation accommodation sourced for this purpose. If the staff member will not be isolated on the premises, then transport should be arranged for the staff member to be transported in a manner that does not place other workers or members of the public at risk either to be self-isolated or for a medical examination or testing

- 19.5.5. 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.
- 19.5.6. Staff members with symptoms should be monitored as per the Diagram 2 below. The business should assist and advise the staff member when to seek medical support. Testing should be done wherever possible to confirm status
- 19.5.7. Where a staff member is confirmed positive and with symptoms ie to have COVID-19. . Other staff members should be informed of the positive case and be alerted about the symptoms to look out for. In addition, the National Institute for Occupational Health, and the Compensation Commissioner must be informed of all staff cases, and any DoH administrative processes concerning contact tracing must be supported. Weekly reports on staff with symptoms, staff who test positive and staff recoveries must be submitted to the National Institute for Occupational Health if the business employs more than 50 staff (see DoEL Directions)
- 19.5.8. 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 and review its risk assessment to ensure that the necessary controls and PPE requirements are in place

Diagram 1: Procedure for GVPC with Covid-19 Symptoms

Diagram 2: Procedure for Staff with Covid-19 Symptoms

## 20. SPECIAL AREAS

### 20.1. Goods Receiving/Loading Bays

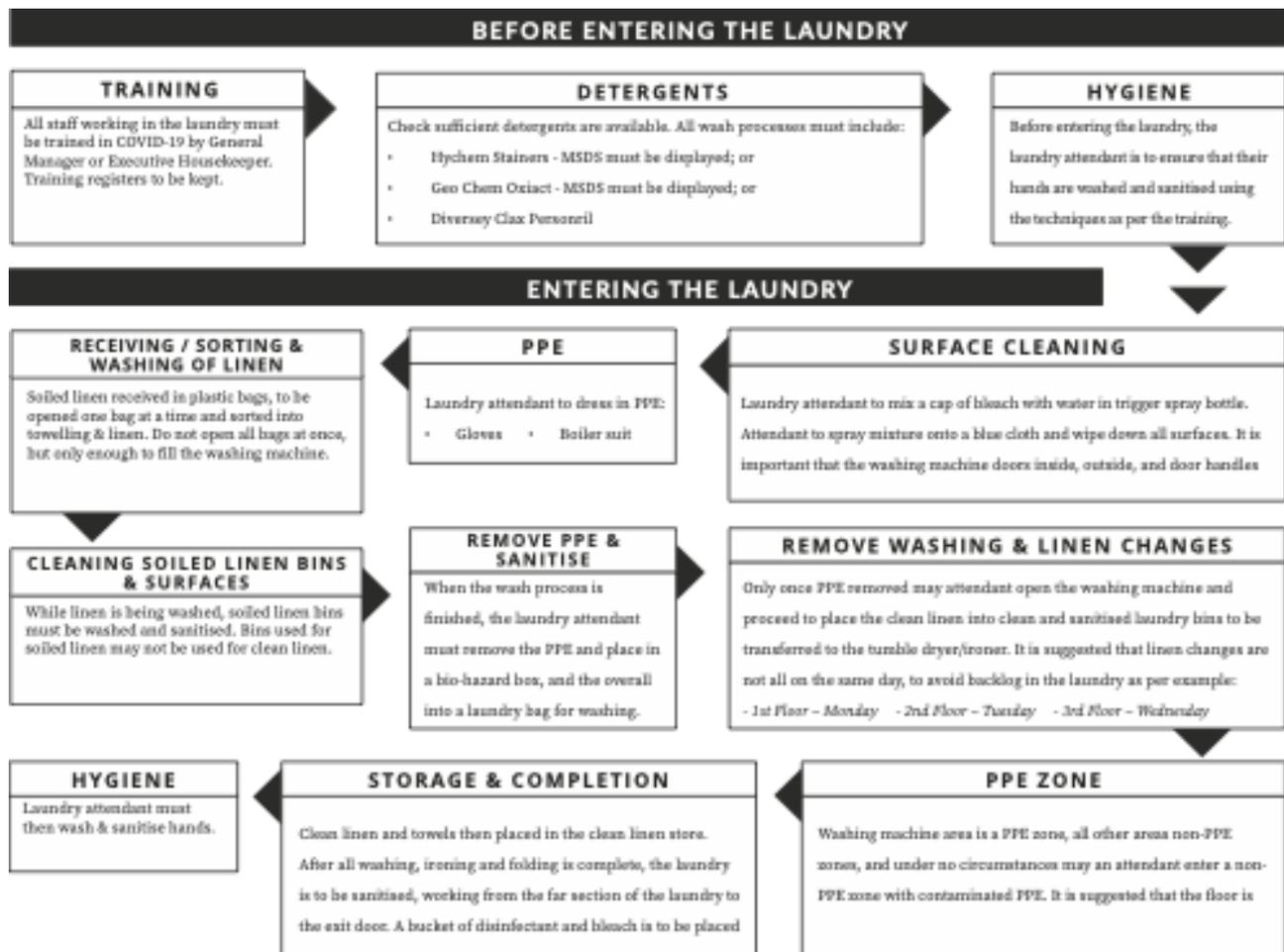
- 20.1.1. Delivery people on the premises should be kept to a minimum. Less suppliers, less supplier deliveries and drivers and less off-loading staff entering the premises limits COVID-19 transmission risks
- 20.1.2. Staff members manning the loading and off-loading should wear shoe protection/gum boots, protective boiler suits or gowns, and wash hands frequently between and before and after each delivery or offload
- 20.1.3. All goods should where possible, be sanitised at a station at the loading bay before entering the stores and refrigerators and spray sanitisers are recommended
- 20.1.4. The entire area, and all its surfaces should be sanitised at regular intervals
- 20.1.5. Vendors should be advised on how you will accept goods and how their staff should arrive with necessary protective gear
- 20.1.6. Any supplier who enters any business premises must have their temperature checked, be screened for COVID-19 symptoms, be entered into a register of visitors and undergo sanitising in an identical procedure to staff and must wear a face mask

### 20.2. In-House Laundry

- 20.2.1. All staff working in in-house laundries must be trained on COVID-19, using Diagram 3 below for on- premises laundry
- 20.2.2. Before entering the laundry, any laundry attendant must ensure that their hands are washed properly and then sanitised
- 20.2.3. Laundry attendants must dress in PPE:
  - Gloves
  - Mask
  - Boiler suit
  - Shoe coverings are optional
- 20.2.4. Before any equipment is used, or on opening the laundry in the morning, a laundry attendant must sanitise and wipe down all surfaces.
- 20.2.5. The soiled linen trolley must be washed with soap and water and then sanitised
- 20.2.6. The soiled linen received from the rooms in 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
- 20.2.7. 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 bypass any wash process
- 20.2.8. 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
- 20.2.9. Whilst the washing process is taking place, the linen attendant should wash and sanitise the floor with a disinfectant
- 20.2.10. When the wash process is finished, the linen attendant must remove PPE and place the gloves, mask and shoe covering into a bio-hazard box or suitable sealable receptacle and the overall into a laundry bag for washing. A new clean mask should be put on
- 20.2.11. 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
- 20.2.12. 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 zone wearing contaminated PPE

- 20.2.13. 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
- 20.2.14. Clean linen and towels are then placed in the clean linen store
- 20.2.15. 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

Diagram 3: On-Premise Laundry



**20.3. Outsourced Laundry**

- 20.3.1. All off-premise laundries are to guarantee industry partners that they are compliant in terms of SANS 10146 by way of a letter to various partners on request

**20.4. Conferences, Functions & Exhibitions**

- 20.4.1. Conferences and functions are subject to gathering limits as per DMA regulation
- 20.4.2. Ensure 1.5-meters minimum social distancing
- 20.4.3. 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
- 20.4.4. Arrival areas, and tea breaks/cocktail/foyer areas will be demarcated with grids, bollards, tapes, etc., for spacing and queue management
- 20.4.5. Microphones and podiums must be sanitised after use by every person

- 20.4.6. Delegate seats must be designated for each day of the meeting or conference and delegates must not be allowed to change seat
- 20.4.7. Where persons are giving speeches, presentations or training and wearing a face mask is not feasible, the distance between persons is increased to two and a half meters
- 20.4.8. Food service will follow the food service protocols (see Section 13)
- 20.4.9. Sanitising and hygiene will follow all the procedures in Section 11, and Section 16, for staff areas
- 20.4.10. Only individual water and individual mints etc., will be provided, i.e., not in containers or bowls
- 20.4.11. 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

## 20.5. Gyms, Spas, Shops & Kids Play Areas

### 20.5.1. Spas

- Spas, i.e. hairdressing, facial treatments and body massage, and nail treatments, may operate.
- Saunas, and steam rooms must remain closed under current regulations.
- Staff PPE will include gloves, discarded after each treatment
- Extra precautions to be implemented:
  - Treatment rooms and nail stations must be sanitized at the start of the day and after each treatment, replacing all linens with freshly laundered items
  - The number of blankets, towels etc in use to be minimized to reduce surfaces, and the use of disposable paper or similar coverings for beds and seats should be maximised
  - Spa linens and towels to be replaced after each treatment and washed, and paper towels replaced
  - Spa linen will be washed either by a professional laundry that adheres to SANS 10146 or on premise following the guidelines as set out above, and all Spa linen will be washed at a minimum of 70 degrees using the correct detergents
  - Change rooms, lockers, and keys will be cleaned and sanitised after every guest use
  - Bathrobes and towels will be placed in the lockers on demand only, ensuring unconnected guest are using 2 meter spaced lockers
  - Therapists will wear face masks and protective visors dependant on the treatment type
  - Between each treatment all non-porous tools will be cleaned with soap and warm water and then all tools will be sprayed with disinfectant spray
  - All bottles and containers of products must be wiped down with a 70% alcohol solution after use for each customer and at the end and beginning of each day
  - Spacing between Manicure and Pedicure workstations in line with the social distancing guidelines of 1,5 meters
  - Basin areas must be cleaned after each use and at the end of the business day
  - Workstations must be cleaned and sanitized before and after each use
  - Guests must shower before each body treatment/service
  - Treatments will be assessed and certain treatments such as facials may be temporarily discontinued

### 20.5.2. Shops

- Shops can operate with all protocols observed

### 20.5.3. Gyms

- Gyms may operate under the applicable regulations for gathering size. . For smaller gyms a capacity assessment might determine a lower capacity limit to ensure distancing, of 1.5 meters for low intensity activity and 2 meters for high intensity activity, is adhered to.
- a person undertaking vigorous activity is not required to wear a face mask during such activity, provided that the distance of two meters apart is maintained;
- Posters must be displayed in fitness centers and gyms to explain the physical distancing required and when masks may be removed
- Windows of gyms should be open, and/or effective air conditioning must be operating which delivers outside air at a minimum rate of 10 litres per second per person (as per SANS 10400). Air conditioning systems must operate before opening and after closure for as long as is practically possible.
- Establishments should consider providing alternatives, i.e., running or walking routes, identifying steps for exercise etc.

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

These can be open as long as good ventilation and spacing can be implemented.

#### 20.5.5. **Food Deliveries**

- Ensure that an area is demarcated for the collection of orders for delivery that is separate from the place where food is prepared
- Ensure the delivery customer is informed that they must wear a mask when accepting orders from the delivery person and sanitise hands after handling the package.
- The name and address of the deliverer must be recorded

#### 20.5.6. **Other**

- Theatres and cinemas can operate under the applicable gathering size regulation.
- Concerts and entertainment events under the applicable gathering size regulation. Large venues must comply with the Safety at Sport and Recreational Events Act, 2010 (Act No. 2 of 2010) for venues that have a capacity of 2000 or more.
- All relevant protocols apply to theatres, cinemas, concerts and entertainment events ie guest screening and information, physical distancing, PPE for staff and guests, hand sanitizing, and sanitizing of all surfaces
- Guest screening at concerts and events must include screening questions for additional symptoms namely body aches, loss of smell or loss of taste, nausea, vomiting, diarrhoea, fatigue, weakness or tiredness

### 20.6. **Attractions**

20.6.1. Attractions includes, but is not limited to theme parks, amusement parks, water parks, family entertainment centres, zoos, aquariums, museums, science centres, nature and game reserves, national parks and other entertainment and cultural attractions. Many attractions 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 should be followed where these apply

20.6.2. Attractions must reduce or manage capacity to allow for appropriate social distancing and seating positions in rides and attractions will be controlled by employees

20.6.3. The extra protocols that attractions will put in place are:

- Where possible advance bookings will be taken to manage capacity.
- Where advance bookings are not possible, attractions may create limited timed entry tickets e.g. morning vs afternoon.
- Attractions may institute a one way system through their venue to increase and maintain physical distancing

- Queue management will be practiced where required
- Low touch and contactless payments will be facilitated where possible
- Some areas and some attractions may not open if minimum physical distancing measures are not possible
- Some touch elements of interactive attractions may be disabled, or sanitising wipes will be made available for staff or GVPCs to wipe the touch screens or buttons.

20.6.4. Enclosed and confined attractions: e.g. funiculars, cable cars, wheels and escape rooms:

- Clear markings on the floor for physical distancing measures
- Sanitisation between trips

20.6.5. In smaller cabins family groups only to be seated together

## 20.7. **Guided Activities**

20.7.1. Adventure activities generally take place in outdoor environments and can be carried out safely with the above protocols, provided the following additional conditions are adhered to:

20.7.2. Safety Equipment

- All safety equipment used during the activity shall be thoroughly cleaned and sanitized after every use

20.7.3. Staff PPE

- Activity guides are to wear face masks at all times. Water activities, where the wearing of a face mask may create a safety risk, are only permitted to operate provided they can ensure social distancing boundaries of 1.5m are maintained between unconnected individuals while on the water
- Visors/safety glasses are to be worn by guides in instances where they are likely to be in close proximity to guests for short periods of time (e.g. instructing guests on correct use of safety equipment, fitting life jackets or harnesses, etc)

## 20.8. **Caravan and Camping**

20.8.1. Communal bathrooms will be limited as to how many camping/caravan GVPC groups can use them, and either one family/friend group is allocated to bathrooms, or in the case of large facilities, toilet cubicles, shower cubicles and basins are allocated to specific groups, with clear signage by group name on doors, walls and above basins

20.8.2. Guests maintain and clean their bathroom/ablution facilities themselves during their stay

20.8.3. Small communal kitchens should be designated for use for one camping/caravan GVPC group only, and this may be on different days to allow access for more than one group over a few days

**20.8.4.** Large communal kitchens can be designated into 2 or more separate areas, at least 1,5m apart, each dedicated to one GVPC group, and if necessary, a limit of 2 people per group in the kitchen can be used to reduce contact risks.