

RECREATION AFRICA COVID-19 PROCESS AND PROTOCOL



We are living in uncertain times, and whilst we cannot predict the future, we do know based on the evidence presented by the World Health Organisation and leading experts that Covid-19 will be around for the foreseeable future.

We at Recreation Africa look forward to welcoming you, our Corporate and Leisure guests back to our properties in the coming months to come and enjoy a uniquely African Experience.

Whether you are conferencing or dining in one of our many Restaurants, relaxing at the Spa or spending a night or two in one of Luxury Rooms, please be assured that our staff and management are on hand to ensure your safety and wellbeing at all times.

With this in mind and adhering to the strict protocols that have been put in place by the World Health Organisation (WHO), and recommended by the Federated Hospitality Association of Southern Africa (FEDHASA), and the South African Department of Health (NDoH) we have appointed a COVID-19 compliance officer to implement and ensure diligent practice of our COVID-19 plan to offer you peace of mind, as your health and safety, in our surroundings, is our greatest responsibility.

Our COVID-19 Protocol Plan covers **7 key areas** and has been designed to reassure you that we at **Recreation Africa** have taken all the necessary precautions to ensure your wellbeing.

THE PROCESS AND PROTOCOL INCLUDES BUT IS NOT LIMITED TO:

ONGOING EDUCATION - REGULAR MANAGEMENT BRIEFINGS ON HEALTH AND SAFETY

Our operations team have been trained on all aspects of the COVID-19 protocols as they relate to the hospitality industry, and processes and procedures have been put in place to ensure the message is constantly re-enforced and shared with all staff members.

Topics covered in the training include:

- Coronavirus - how it is spread, the symptoms to look out for and how long it survives on surfaces.
- The required sanitisation and distancing procedures for staff and guests with specific reference to the importance of deep cleansing and sanitisation of all areas.
- The importance of Personal Protective Equipment (PPE) and how to use it effectively.
- Food and beverage and the steps required to prevent contamination.
- Disposal of waste in a responsible manner and the importance thereof.
- Social distancing requirements and the 1.5-meter rule.

YOUR SAFETY AND WELLBEING ARE OUR PRIMARY CONCERN - GUEST ARRIVAL AND CHECK-IN:

For your safety, and to prevent an infected person from entering one of our properties, all guests are required to wear face masks in public areas and to comply with a number of

preventative measures that have been implemented across the property:

All guests will need to complete a self-screening questionnaire and have their temperatures scanned on arrival at the property. For multiple day stays temperatures will be recorded on arrival (when arriving at breakfast each day), and should you leave the property for longer than two hours your temperature will be taken on your return.

Temperatures between 34 and 37.5 degrees Celsius is deemed to be an acceptable range for a temperature, and if a guest falls within in this range, and shows no symptoms, access will be granted to the property.

Hand sanitisation is critical, and all guests are required to sanitise their hands before proceeding to check-in and again at Reception post the check in process.

Once offloaded, your luggage will be sanitised by one of our porters

Our Reception hosts have been trained and briefed to sanitise their hands and all guest items prior to returning them to you e.g. credit cards, keys etc

The Recreation Africa properties are a cashless environment, and all Credit card machines will be sanitised before and after each use.

Social distancing is practised, and all areas are clearly demarcated.

Important to note that should a guest's temperature be higher than 37.5 degrees Celsius or if they display any symptoms, they will not be allowed to check-in and will be referred to a medical facility

For your convenience Recreation Africa have a range of masks and other hygiene products available for sale, should guests be in need.

A SAFE PLACE TO WORK - STAFF ARRIVAL:

Our staff are our single biggest asset, and to ensure your and their health and safety, whilst adhering to protocols, and offering a consistent customer experience, we have implemented a few measures namely:

- Daily Health checks – As with our guests, our staff are required to complete a daily screening questionnaire, sanitise their hands and have their temperature taken on arrival at the property – no staff member will be permitted onto the property if their temperature is higher than 37.5 degree Celsius.
- Sanitisation -In additional to frequent hand sanitisation, all personal items carried onto the property will be sanitised with approved products.
- Wearing of facemasks - All staff members have been issued with environmentally friendly mask and are required to wear it on entering the property and during their shift.

PUBLIC SAFETY IS OUR CONCERN - PUBLIC AREAS:

Significant emphasis is placed on personal hygiene and guests and staff are requested to frequently wash their hands with the anti-bacterial soap provided in the restrooms.

Alcohol based sanitisers are available throughout the hotels and restaurants, and non-alcoholic sanitiser are available upon request for those allergic to hand sanitizers containing alcohol.

All public spaces /surfaces will be cleaned throughout the day, and a timetable highlighting the frequency

Bio-hazardous Waste disposal equipment has been placed at strategic points across the property, and a team are on hand to collect and dispose of the material as required.

To minimise the risk of infection, all non-essential furniture and miscellaneous items have been removed from all public areas

All cleaning equipment and materials are soaked in disinfectant and washed at the appropriate temperature to kill viruses and bacteria.

All public areas have been clearly demarcated and comply with the 1.5m social distancing regulations.

BEHIND THE SCENES - BACK OF HOUSE:

All staff restrooms and hotel facilities are equipped with anti-bacterial soap and all surfaces, areas and touch points are cleaned continuously with approved cleaning materials to prevent the spread of germs or contamination - cleaning schedules are positioned throughout the property for ease of reference.

Staff have been upskilled on the importance of maintaining a clean and safe environment and ongoing training is provided.

Waste disposal areas have been demarcated and are serviced throughout the day. Biohazard containers are situated across the property for the disposal of PPE.

The importance of equipment sanitisation and social distancing is continually being reinforced, and the demarcation of areas such as workstations within kitchens, offices and core areas has been strictly implemented.

Our operations team are equipped with the contact details of the emergency services and local private hospitals. In the event of a guest or staff member displaying a high temperature or potential Covid-19 symptoms, we have assigned responsibility to key staff members, per shift, to manage the process as required in terms of the approved Covid-19 protocols.

Signage bearing key themes and COVID-19 messages have been positioned throughout employee areas as reminders.

HOUSEKEEPING AND GUEST ROOMS:

To ensure your health and wellbeing, management have put plans in place to supervise and monitor staff when servicing your rooms and all facilities on the property.

In keeping with the regulations, our housekeeping staff are required to wear masks and gloves, aprons (and all required PPE) while cleaning and sanitising/servicing guest rooms.

To prevent contamination and the spread of the virus, all non-essential items have been removed for the rooms.

All items that are laundered will be washed on the maximum setting with anti-bacterial detergent to ensure that any bacteria is eradicated. As a further precautionary measure all towels and linen are tumble-dried at 80 degrees and are ironed on a hot heat.

Cleaning attendants will sanitise their equipment after every use and disinfect their person before attending to a new room.

Each guest room will be sanitised and remain empty for three days after the last guest has checked-out. This is to ensure that the room is free of COVID-19 related risks.

For your safety we, your room attendants will be changing your bed linen only after four days instead of every second day to reduce the external activity in your room.

CULINARY DELIGHTS - FOOD AND BEVERAGE:

Sanitisation stations have been set up outside each of our establishments to ensure guest and staff safety when entering our facilities.

Our approach to serving meals has been changed, and our guests can now select a delicious meal from the ala carte menus displayed on big chalk boards within our restaurants - our waitrons are on hand to take your order and present your meals whilst observing the strict social distancing rules.

Whilst we are not permitted to offer a full buffet, smaller serving stations have been set up where guests can choose from a range of plated food options that have been prepared and wrapped when alternative meals are required.

Where and when Buffets are permissible our restaurant staff will personally serve guests from behind a the counter to minimise contact and to avoid contamination.

Areas within our dining establishments have been demarcated to ensure social distancing.

All our crockery, cutlery, and tableware will be cleaned at high temperatures after each sitting.

Our teams have clear responsibilities and in keeping with the protocols we have waitrons who are on side to serve your meals and "table clearers" to clear once you have completed your meal.

Room Service meals will be delivered and left outside room door once the service staff have announced it at the door. Guest will be allowed to collect once service staff has stepped back and allowed for confirmation that the order has been delivered correctly.

In our Restaurants, we encourage our patrons to book for all their meals in advance. The Restaurant floor plan has been changed to provide for adequate distancing between diners and tables have been cleared of flowers, table cloths and all unnecessary items. Plate cloches will be introduced when serving room service and a la carte meals to the table. Food expeditors will deliver food from the kitchen to the restaurant. And only the waiter will present the food to the guest with minimal physical interaction.

If you feel unwell and concerned, the South African Department of Health recommends that you first phone the National Institute of Communicable Diseases (NICD) helpline: 080 002 9999.