

TOURISM & HOSPITALITY INDUSTRY STANDARD PROTOCOLS FOR COVID- 19 OPERATIONS

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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 has been designed for conditions for low level risk. 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 lesser form of transmission. Cleaning of surfaces is therefore now considered of lesser 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. Following which, the Tourism norms and standards and the prevailing health regulation will be in place.
- 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

2.3 COVID-19 Hotline

2.3.1 Immediately contact the COVID-19 hotline: 0800 02 9999 for instruction and direct the employee to act in accordance with those instructions

2.4 Non Compliance by business operators

2.4.1 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.

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

3. PLEDGE OF ADHERENCE TO PROTOCOLS

- 3.3 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. GVPC DECLARATION: MEDICAL, TRAVEL STATUS & ACCESS

- 4.3 Follow the latest Health regulation for Covid -19
- 4.4 Medical and travel declaration is not a requirement except for the international traveller visiting SA;
 - 4.4.1 Should be fully vaccinated
 - 4.4.2 Or produce a valid Covid-19 Test certificate obtained not more than 72 hours before travel.
 - 4.4.3 The following are exempt from the provisions of 5.1.1 & 5.1.2 above
 - 4.4.3.1 Daily commuters from neighbouring states who teach or attend school in the Republic
 - 4.4.3.2 Children below the age of 5 years
 - 4.4.3.3 Airline crew who upon arrival in the republic do not disembark
- 4.5 Establishment determined procedures will apply on arrival/check-in/boarding/entering/pick-up as appropriate.
- 4.6 Where necessary a staggered approach on reducing the amount of information that should be declared by the GVPC.
- 4.7 Temperature checks may be done.
- 4.8 Where possible higher risk GVPCs should be asked to fill in the declaration form. Declaration Form must include:
 - 4.8.1 Vaccination status
 - 4.8.2 COVID-19 symptom and temperature screening
 - 4.8.3 Nationality
 - 4.8.4 ID or passport number
 - 4.8.5 COVID 19 risk factors
- 4.9 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.
- 4.10 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
- 4.11 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.
- 4.12 Normal servicing of check in / on out of properties, where possible electronic servicing is recommended

5. GVPC TEMPERATURE MONITORING

- 5.3 Apply the health regulation for Covid-19
- 5.4 The temperature of the GVPCs may be taken on arrival/boarding/pick-up/check-in etc.
- 5.5 Staff member temperatures may be recorded, 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.
- 5.6 All temperatures will be taken with a non-contact thermometer.
- 5.7 Any temperature outside of the normal range (above 38°C) requires action to be taken, please refer to protocol 19.

6. SIGNAGE & EASY-TO-FOLLOW GUEST INFORMATION

- 6.3 Guests should be provided with information and briefings on the COVID-19 protocols.
- 6.4 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.
- 6.5 Apps and other electronic information provisions can be used to minimise touch.
- 6.6 For first arrival/check-in/boarding of vehicles etc. standard briefings should be made to all GVPCs similar to current airline safety briefings.
- 6.7 Information and briefings must emphasize that measures are for guest and staff safety and must cover:
 - 6.7.1 Hand sanitising and correct hand washing
 - 6.7.2 Physical distancing – spacing and queues
 - 6.7.3 Use of masks
 - 6.7.4 Brief explanation of procedures if someone has a high temperature or COVID-19 symptoms
 - 6.7.5 Access to medical services and pharmacies
 - 6.7.6 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.

7. STAFF TRAINING

- 7.3 Extensive training must be provided to all staff to ensure that they understand:
 - 7.3.1 The virus, how it is spread, the symptoms and how long it survives on surfaces
 - 7.3.2 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
 - 7.3.3 The required sanitisation and distancing procedures for themselves and guests
 - 7.3.4 The effective use of PPE and what PPE they must use
 - 7.3.5 How to change into and out of uniforms
 - 7.3.6 Contactless operations
 - 7.3.7 Package handling and handling of orders and delivery to customers
 - 7.3.8 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
- 7.4 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.
- 7.5 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.
- 7.6 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.
- 7.7 The TBCSA Covid-19 training manuals are available to download at: www.TBCSA.travel

8. GVPC PERSONAL PROTECTIVE EQUIPMENT

- 8.3 GVPCs will be required to wear masks except when:
- 8.3.1 In their guest bedroom
 - 8.3.2 They are a small group in a self-drive hire car
 - 8.3.3 While eating or drinking
 - 8.3.4 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, e.g to collect food at a buffet or bar or to use the bathrooms.

9. STAFF PERSONAL PROTECTIVE EQUIPMENT

- 9.3 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.
- 9.4 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.
- 9.5 Disposable plastic aprons are recommended for in-room cleaning, clearing and wash-up.
- 9.6 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.

10. SANITISING & HYGIENE PRACTICES

- 10.3 Frequent GVPC and staff hand sanitising and/or hand washing is critical. Proper sanitising of surfaces.
- 10.4 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.
- 10.5 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.
- 10.6 **Hands & Personal Items**
- 10.6.1 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.
 - 10.6.2 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.
 - 10.6.3 Appropriate non-touch bins should be available for disposal of wipes everywhere wipes are provided

10.7 Surfaces

10.7.1 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
- Windowsill

10.8 Cash Handling

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

10.9 Ventilation – Heating, Ventilation, Air Conditioning (HVAC)

10.9.1 Due to the airborne transmission of COVID 19 ventilation is key to reducing transmission risk.

10.9.2 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.

10.9.3 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).

10.9.4 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.

10.9.5 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.

10.9.6 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.

10.9.7 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.

10.9.8 Heating, ventilation and air conditioning systems must be regularly cleaned, serviced and operating effectively. Vents should not feedback through open windows.

10.9.9 Where possible, High Efficiency Particulate Air (HEPA) air-conditioning filters are to be installed

10.9.10 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

10.10 **General**

10.10.1 Only 70% alcohol hand sanitisers to be used

10.10.2 Any swimming pools operating must be at maximum safe levels of chlorine or other anti-bacterial agents

11. STANDARD PHYSICAL DISTANCING, PROTECTION BARRIERS AND CAPACITY CONTROLS

11.3 **Standard Physical Distancing**

11.3.1 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.

11.3.2 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

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

11.3.4 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.

11.4 **Restaurants & Bars**

11.4.1 Allowed persons per DMA regulation.

11.4.2 Bars and restaurants may operate subject to the regulations and gathering limits and physical distancing of **1.5 meters** between unconnected individuals.

11.5 **Queuing & One Way Systems**

11.5.1 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

11.6 **Casinos**

11.6.1 No of persons allowed as per DMA regulation

11.6.2 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

11.6.3 Excess softs and movables should be removed to reduce surfaces

11.6.4 Attendants will sanitise all machine and other surfaces touched after every use, or guests will be provided with surface sanitiser to do the same

11.6.5 Table seating will be spaced with chairs removed to ensure spacing

11.7 Lifts

- 11.7.1 Clear signage required at all lift entrances and in lifts, and where possible, use of markers on lift floors.
- 11.7.2 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
- 11.7.3 Avoid crowding

11.8 Vehicles

Note the latest health regulation on transportation

11.9 Adventure Activities

- 11.9.1 Group sizes could be reduced to ensure adequate social distancing is maintained during the activity
- 11.9.2 Discretion can be used for people from the same small family/friend group who are travelling together

12. FOOD SERVICE

- 12.3 Buffet option can be implemented. There guests should have masks on whilst the buffet station.
- 12.4 The buffet station where possible can be covered with a dome.
- 12.5 The hand sanitizers should be provided at the food serving stations.

13. KITCHEN

- 13.3 The key to safe kitchen operation is physical spacing and ventilation.
- 13.4 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.
- 13.5 Ventilation should be maximised either with open windows, and or fans, and/ or efficient air-conditioning.

14. HOTEL ROOMS AND ACCOMMODATION UNITS

- 14.3 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.
- 14.4 Disposable gloves should be worn when cleaning bathrooms and disposable aprons are also recommended.
- 14.5 Room cleaning staff must sanitise their hands and shoes, and disposable aprons on finishing each room and before entering the next room.
- 14.6 Stay-over cleans concentrate on a careful sanitising clean of all surfaces.
- 14.7 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.

- 14.8 Room keys or cards must be wiped or sanitised after every check-out and before every check-in.
- 14.9 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. VEHICLES

- 15.3 Vehicles should undergo a surface clean between every trip
- 15.4 Where a cabin air filter is used for cleaning air inside the vehicle consider changing this filter more frequently.
- 15.5 **Other Vehicle Considerations**
 - 15.5.1 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
 - 15.5.2 In all vehicles, opening windows must be practiced as far as is practical , to allow air circulation

16. STAFF PROCEDURES & STAFF AREAS

- 16.3 Staff Areas & Rosters
 - 16.3.1 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
 - 16.3.2 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
 - 16.3.3 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
- 16.4 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.
- 16.5 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.
- 16.6 Staff Arrival and Screening
 - 16.6.1 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.

16.6.2 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

16.6.3 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

16.7 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.

16.8 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.

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

16.10 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.

16.11 Ventilation will be maximised via open windows and doors, fans, additional air cleaners and effective air-conditioning.

16.12 The DoEL guidelines for offices being work-place ready in the COVID era will be followed.

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

17.3 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.

17.4 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.

17.5 GVPCs – On arrival but before check-in/pick-up etc.

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

17.6 **Monitoring of GVPC with Symptoms**

17.6.1 Where possible, GVPCs that are positive and with symptoms should isolate in the room for 7 days and meals served in their room.

17.6.2 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

17.6.3 Diagram 1 below, depicts the above and the steps to be taken thereafter

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

17.6.5 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.

17.6.6 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.

17.7 **Monitoring Staff with Symptoms**

17.7.1 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).

17.7.2 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

17.7.3 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.

17.7.4 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.

17.7.5 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

17.7.6 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)

17.7.7 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

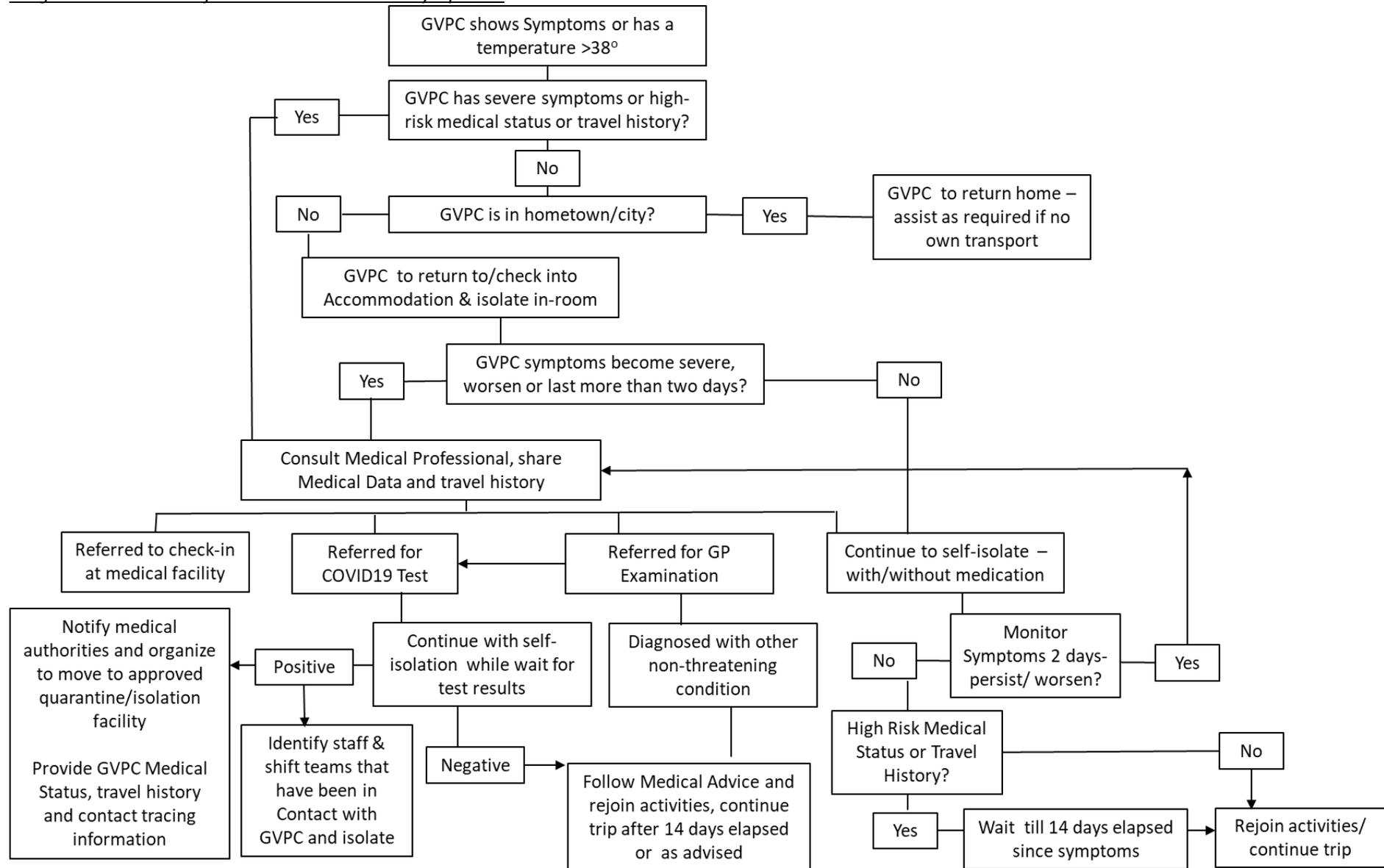
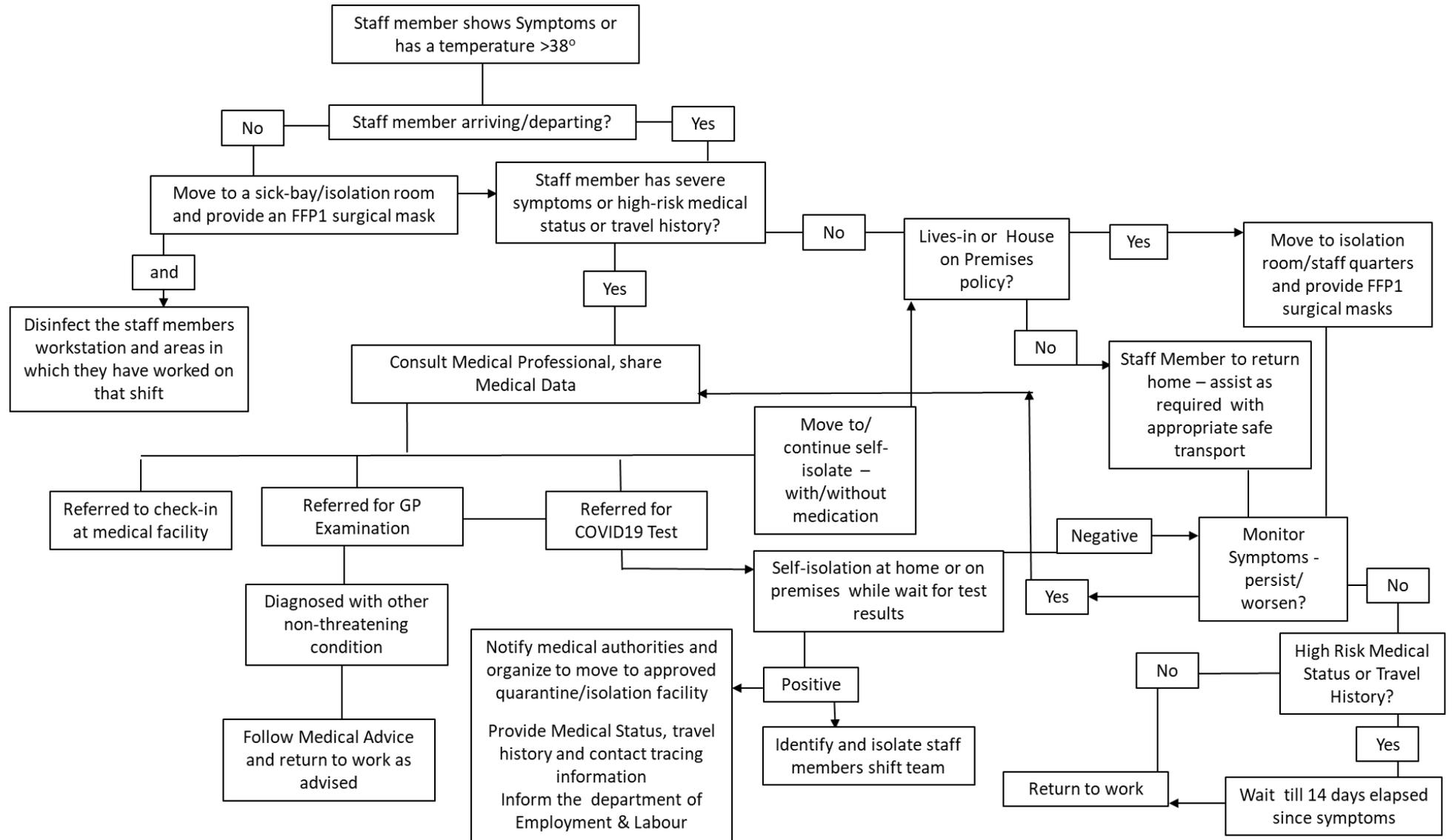


Diagram 2: Procedure for Staff with Covid-19 Symptoms



17.8 Gyms, Spas, Shops & Kids Play Areas

17.8.1 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
 - Change rooms, lockers, and keys will be cleaned and sanitised after every guest use
 - 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
 - Spacing between Manicure and Pedicure workstations in line with the social distancing guidelines of 1,5 meters
 - Workstations must be cleaned and sanitized before and after each use

17.8.2 Gyms

- Follow the latest health regulation for Covid-19
- 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.

17.8.3 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.

17.9 Attractions

17.9.1 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.

17.9.2 Apply appropriate social distancing.

17.10 Guided Activities

17.10.1 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:

17.10.2 Safety Equipment

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

17.11 Caravan and Camping

17.11.1 Observe latest health regulation for Covid-19

17.11.2 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