

# Safety Protocols

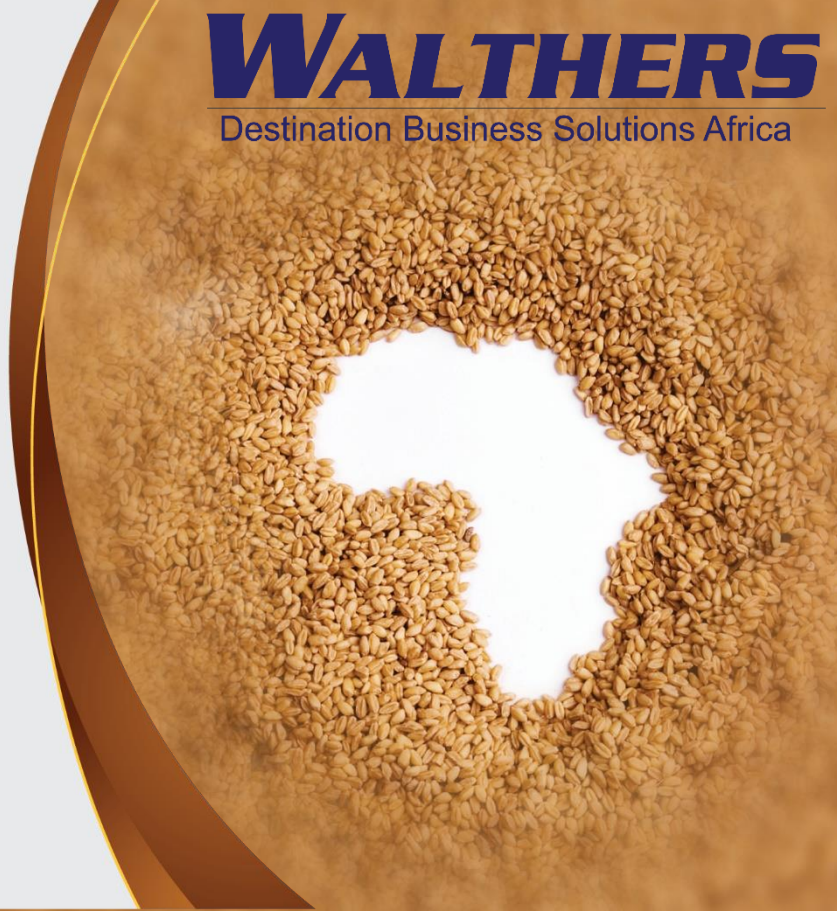


COMPLIANT WITH COVID-19 INDUSTRY PROTOCOLS





# General Information



At Walthers we believe that our clients, our staff and our suppliers have a right to a safe environment. This has always been our stance and COVID-19 does not change that but does add additional requirements. Although many of the recommendations highlighted below may be temporary, several are also common sense or reflect general good practice. Recommendations and protocols from The World Health Organisation, Governments, Clients, and Industry have all been taken into account in drafting the information below. We are also cognisant of that fact that many of our clients may additionally have their own protocols and policies, and we offer to incorporate these where possible within the legal framework of the countries in which we operate.

## **General Hygiene:**

- Wash or sanitise hands thoroughly and frequently.
- Wear a cloth mask or face shield at all times in public; guests may remove the mask or shield when in a hotel room.
- Maintain a social distance of 1,5 metres when in a queue or in public areas.
- Avoid touching eyes, nose and mouth.
- Practice respiratory hygiene: cover mouth with a tissue or bent elbow when coughing or sneezing. Remember to dispose of the tissue immediately after.

## **Medical Declaration, Briefing and Travel insurance:**

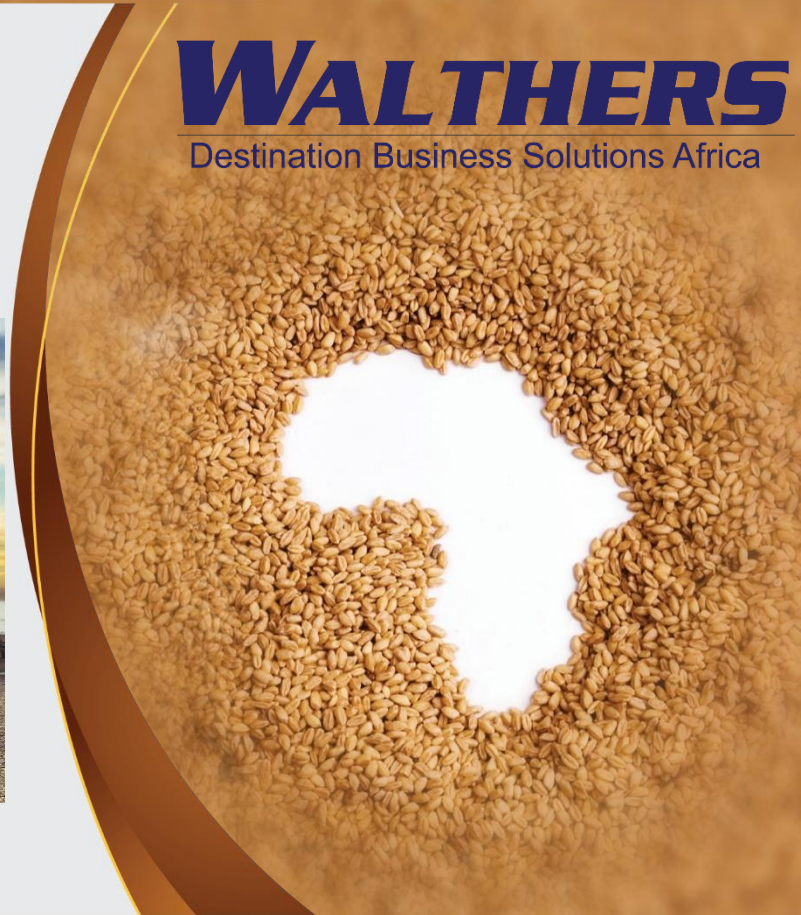
- All guests are required to have Travel Insurance in place and submit proof of such insurance to Walthers prior to travelling.
- All guests will be required to complete a Medical and Travel declaration form either just before or upon arrival in South Africa. This will be provided by Walthers in an electronic format.
- Upon arrival in South Africa, guests will be given a Safety Briefing which will outline the Covid- 19 protocols put in place by the South African Government, Walthers and their suppliers.

## **Temperature Monitoring:**

- Upon arrival in the country and prior to boarding the touring vehicle, chauffeur transfer or getting into a rental vehicle, guests' temperature will be taken using a non-contact thermometer and recorded.
- At the start of each day and for any activity longer than 3 hours, guest's temperatures will be taken and recorded.
- Any guest whose temperature exceeds 38 degrees will be requested to return to their hotel room for isolation and temperature monitoring, and a medical practitioner will be consulted.

# Airport, Transfer & Car Hire

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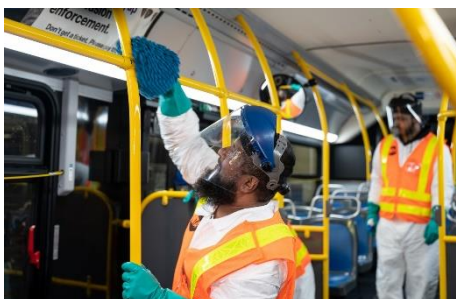


## Airports:

- Clients have a choice of using either the porter service or handling their own luggage. If porter service is chosen, the handle will be disinfected before being taken by the porter.
- Guests are required to wear a cloth face mask or face shield for the full duration while in the airport.
- When going through Security check points, guests are required to handle their own luggage and own personal belongings.
- When checking in at the airport, due to the additional restrictions for COVID 19, additional check in time is required. The timing is still to be confirmed and advised by the various Government departments.
- At check-in, the 1.5m social distancing policy when queuing is required.

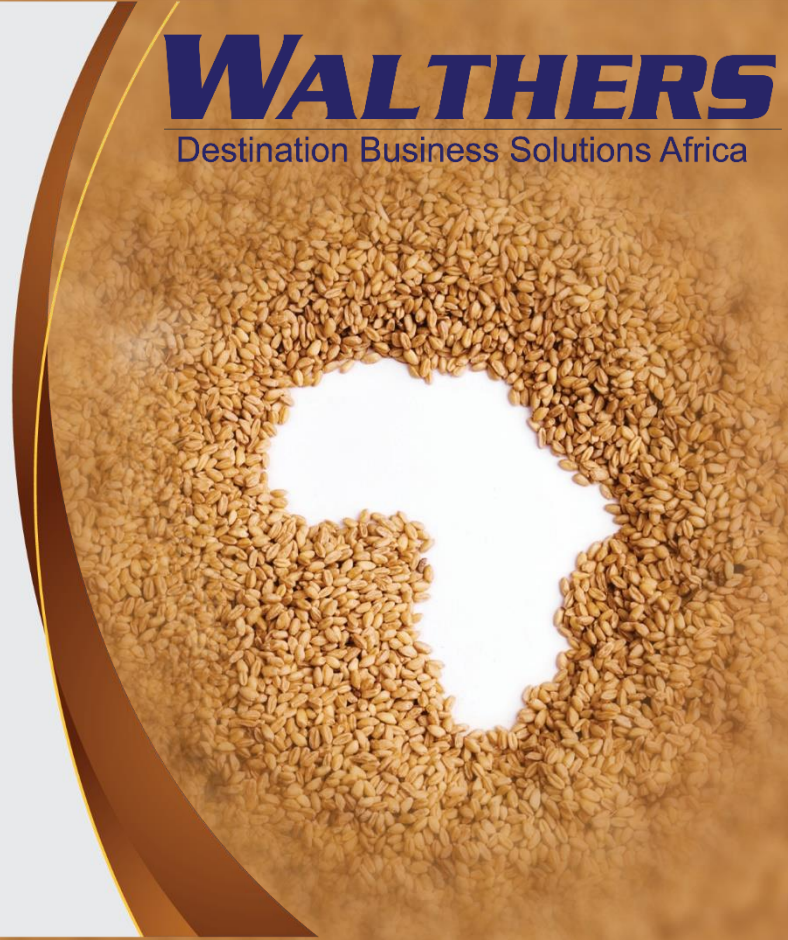
## Transfers and Car Hire:

- Guests are required to continue wearing their cloth face mask or face shield during the transfer.
- Guests who are using car hire are required to wear a cloth face mask or face shield while in the car and ensure that they continue with the cleanliness process.
- For transfers, all drivers will have face masks and gloves.
- Chauffeur drive vehicles, shuttles and coaches will be disinfected daily.
- Limited capacities are allowed with all forms of transport, to ensure that social distancing regulations are adhered to.
- The current social distancing requirements are:
  - Coaches will operate at 50% of capacity
  - Chauffeur drive and shuttles will operate with the following capacities including the driver
  - 3 guests in a 5-seater vehicle
  - 4 guests in a 7-seater
  - 6 guests in a 10-seater
  - 15 guests in a 32-seater.





# Accommodation



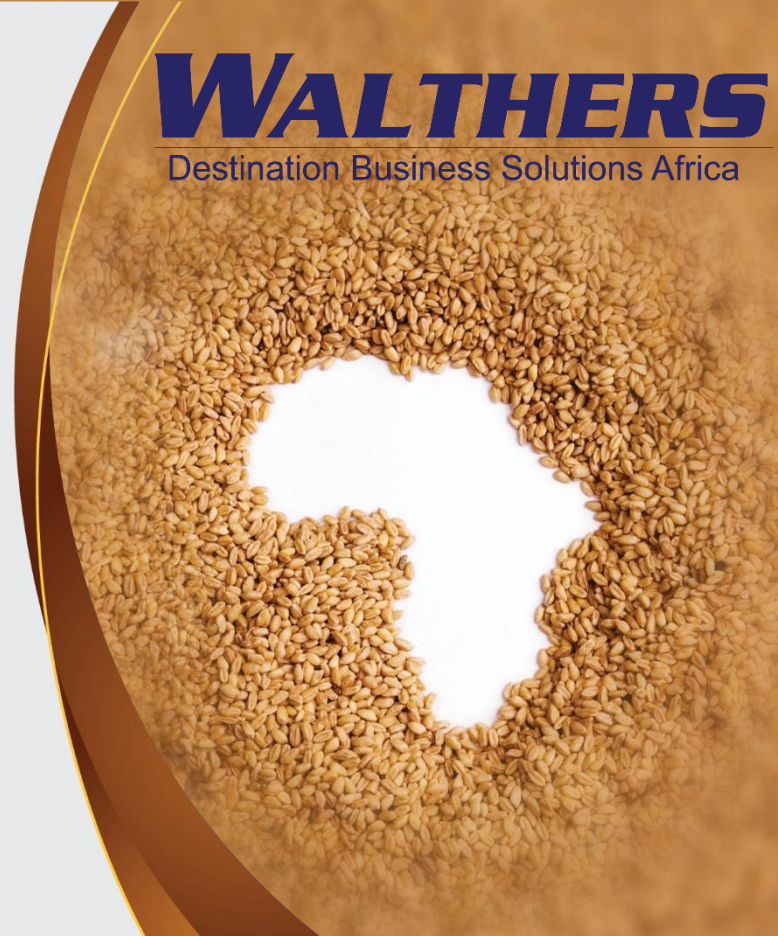
- Check-in and check-out times will potentially be staggered so as to avoid queues wherever possible.
- Luggage: Staff handling luggage should sanitise or wash hands immediately before and after touching luggage.
- Lifts: Capacities of service and public lifts must be controlled and only allow 30% of the carrying capacity or 3 people whichever is the higher number. 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.
- Room cleaning frequency and linen change frequencies for guests staying longer than two days may be reduced to lower contamination risks. Turn down service to be discontinued.

Once a particular accommodation establishment/ car hire company / coach transfer company etc. has been selected and confirmed for a client's event, Walthers will forward their specific Covid-19 protocols which have been put in place.





# Other Services



## Restaurants and Food and Safety:

- Subject to the individual restaurants and food and beverage protocols.



## Activities:

- Will operate at 70% of their maximum capacity to ensure social distancing. Should an activity be longer than 3 hours, guests will have their temperatures checked again with a non-contact thermometer.
- Where feasible, specific time slots for activities may be allocated.



## Meetings and Conferences:

- Subject to the individual conference venues and government regulations once released



# Walthers Staff & Guides

## Procedures should a guest present with Covid-19 symptoms

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### Walthers Staff & Guides

- All office staff and onsite event managers and/or guides have received training on Covid-19 protocols.
- Onsite staff have been issued with personal protective equipment (PPE) including 3 cloth masks, hand sanitiser, sanitising wipes and gloves.
- On site staff are also equipped with a non-contact thermometer.



### Procedures should a guest present with Covid-19 symptoms:

- Where possible, guests with symptoms should stay in a hotel room that has a further reduction of softs and reduced movables/surfaces and be served by designated, low-risk, staff only with additional PPE e.g. visors or other eye protection, gowns and gloves.
- Guests will be required to isolate, i.e., not participate in activities, take meals in their room, etc.
- Temperature should be recorded three times a day. If symptoms are severe, worsen or persist for more than one day, a medical professional should be consulted.
- Based on the Medical Professional's recommendation, the guest should either be: Referred for a COVID-19 test, or recommended to continue self-isolating – with or without medication, or referred directly to a hospital for admission
- Lastly, where a guest who has been travelling on a trip in a vehicle or staying in a facility, tests positive, the staff who have interacted with the guest, or cleaned the relevant room or vehicle and the rest of the group they are travelling with, must go into 14-days of self-isolation in an accommodation establishment.

### PLEASE NOTE:

*All protocols are subject to change as the South African Government and governments of the countries in which we operate, amend their COVID-19 protocols. Walthers will update this document as and when changes occur.*



**COMPLIANT WITH COVID-19 INDUSTRY PROTOCOLS**

**Walthers DBS**

**is compliant with COVID-19 Industry Protocols**

**Issue Date: 2020-08-06**

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We recognise the critical role we play in providing safe tourism and dining experiences. We commit to enforce the approved protocols and directions.

We recognise and support our industry's responsibility in supporting South Africa's leaders in their measures taken to minimise the spread of COVID-19.

We therefore pledge to uphold and adhere to the Tourism and Hospitality Industry Standard Protocols for COVID-19 Operations, during the COVID-19 pandemic.

**NAME**                **Daryl Keywood**

**DATE**                **2020-08-06**

**SIGNATURE**

A handwritten signature in black ink, appearing to read "Daryl Keywood", written over a light blue horizontal line.