



PROTOCOLS. COMPLIANCE. ROLES & RESPONSIBILITIES

» **WHAT DOES COMPLIANCE MEAN? ARE YOU COMPLIANT?
WHO ARE YOUR OFFICERS AND WHAT IS THE CONSEQUENCE
OF NOT TAKING THIS SERIOUSLY?**



SAFARI AND ADVENTURE FOCUSED EMERGENCY TEAM

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ICON KEY:



AFRICA SAFE-T
SERVICES



CRITICALLY
IMPORTANT



USEFUL
INFORMATION



RECOMMENDATIONS

INTRODUCTION

The COVID-19 pandemic has had a far reaching and devastating impact on the tourism industry. We are now entering a period of recovery, and a 'new normal' in the era of COVID-19. The tourism industry has demonstrated resilience, and is bound to emerge at a level that far exceeds the pre COVID-19 era.

Operating protocols in many industries have changed since the arrival of COVID-19 in early 2020. We all need to ensure that we are adequately prepared to safely return staff to their workplace and, in your specific circumstance as a lodge/hotel/safari tourism operator, accommodate and cater for clients and guests as we move through the different phases of the lockdown, and travel restrictions are slowly lifted.

Numerous detailed and comprehensive occupational health and safety guidelines been released by industry leaders. The Tourism Business Council of South Africa (TBCSA) has compiled an official set of protocols for the South African industry, which are based on the directives issued by South Africa's Minister of Tourism, and have been approved by a team of epidemiologists and other medical experts.



HOW DO AFRICA SAFE-T'S GUIDELINES DIFFER?

“ We have extensively reviewed the recommendations of the World Health Organisation, and our guidelines are therefore based on both local and international standards to meet the unique needs of your operations within the lodge industry. In certain circumstances, our recommendations may exceed those prescribed for the South African context alone in order to meet international standards. ”

Research on the new novel coronavirus is being conducted continuously. Recommendations may therefore change based on the outcome of research within this dynamic landscape. We pledge to keep our eye on the horizon and to keep our clients informed with regards to the latest relevant updates. Clients are advised to take note of any new recommendations that we release, which will be communicated via our website, and directly via email.



As a 24/7 on-site medical provider and partner focused on the safari and tourism industry, Africa SAFE-T can assure you of rapid medical response and remote telemedical consultation to achieve the best outcomes in your specific environment during this difficult time of recovery and renewed purpose.



We will assist you every step of the way regarding your COVID-19 concerns and questions.

Preparation and implementation of COVID-19 precautions is essential to ensure the safety of your staff and patrons during this COVID-19 era.

It is our responsibility as an experienced safari and adventure-focused medical partner & service provider to brief you on how to prepare for the return of guests; how to manage operations during the COVID-19 era; **and how to manage suspected cases of COVID-19 that might occur on your property.** Following these comprehensive guidelines will also give your guests peace of mind that they are in safe hands.

Africa SAFE-T has developed these guidelines to assist lodges with the practical preparation and implementation of TBCSA's protocols. Our guidelines also recommend additional COVID-19 precautions to ensure complete safety of your staff and guests, which should be prioritised at all costs.

While the TBCSA has stated that their protocols will be revised 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, some of these protocols will be useful for continued implementation especially during times of the annual influenza pandemic. It is safe to say that COVID-19 will be with us for a while, so it is wise that we adapt to live with the virus for the foreseeable future.



» TBCSA PROTOCOLS AND TRAVEL SAFE - EAT SAFE CERTIFICATION

The TBCSA protocols guide tourism businesses to operate in a safe environment. Aligned to the latest regulations and directions, and benchmarked against international best practice, these protocols have been approved by epidemiologists and other medical experts. Based on the comprehensive nature and strength of these protocols, the World Travel and Tourism Council's (WTTC) Global Safety Stamp of Approval was issued to South Africa as a safe destination, and the TBCSA was given issuing rights to the WTTC Safe Travels stamp in South Africa.

The Travel Safe - Eat Safe certification programme is currently being offered free of charge, and is available for South African businesses who have adopted the protocols. We recommend that you register on the TBCSA website and then login to the mobile app to accept the TBCSA pledge and receive your certificate in order for you to advertise and include the WTTC Safe Travels stamp on your website, stationery and email signatures. You will also be able to submit your certificate to partners and clients.



COMPLIANT WITH COVID-19 INDUSTRY PROTOCOLS



AFRICA SAFE-T'S COVID-19 SUPPORTIVE SERVICES:

- Assisting our clients with **on-site COVID-19 training workshops** to ensure staff operate safely, observing prescribed protocols. These workshops are conducted in English.
- On-site protocol verification and PPE Inspections for the purposes of receiving our COVID-19 **Protocol Compliance Certificate**.
- After having conducted extensive research on appropriate and sustainable PPE procurement chains, we have compiled a comprehensive **PPE pricelist of essential items**.

We have developed training videos in English, Afrikaans, Zulu, Xhosa, Sesotho, Tswana and Tsonga for continued learning and reinforcement.



» TBCSA PLEDGE OF ACCEPTANCE

Refer TBCSA COVID-19 Protocols Pledge (Refer Appendix 01)



The acceptance of the TBCSA pledge covers the following elements;

- Implementation of the protocols (acceptance of the pledge)
- SOPs developed
- Training of staff
- PPE in use
- Screening of guests, staff and suppliers
- Quarantine/isolation facility (a dedicated isolation room has been made available on each business premises)

Through the Africa SAFE-T guidelines, we will advise on the best way to achieve and implement these protocols.

» DESIGNATED COVID-19 OFFICERS & THEIR RESPONSIBILITIES

The directive by The Minister of Employment and Labour (in Terms of Regulation 10 (8) of the Regulations Issued by The Minister of Cooperative Governance and Traditional Affairs in Terms of Section 27 (2) Of the Disaster Management Act, 2002 (Act No. 57 Of 2002) Clause 16(5)) requires the appointment of a COVID-19 Officer who;

- Is familiar with the COVID-19 legislative requirements applicable to our industry.
- Is able to draft policies which address those requirements for your specific organization.
- Should have the required authority to implement and monitor these regulations.

We have provided a template appointment letter and acceptance form (Refer Appendix 02).



It is essential to formalise the appointment, and to include the relevant documentation in the employee's personnel file.

In a small business the owner or manager will take on the role of COVID-19 Officer, while in medium-sized businesses it will be an additional formal role taken on by a manager. Large businesses should consider appointing a dedicated Officer.

In medium- and large sized businesses, we recommend appointing the Heads of Department to be COVID-19 team leaders. These team leaders will report to the COVID-19 Officer (collectively comprising the COVID-19 Committee) on the implementation of COVID-19 protocols, and any issues related thereto.



COVID-19 OFFICER & TEAM RESPONSIBILITIES

Risk assessments of all aspects of operation in-line with the Department of Labour COVID-19 Occupational Health and Safety Measures in Workplaces if more than 10 people are employed.

Develop, maintain and implement:

- Standard hygiene and sanitising procedures (including schedules/logbooks as needed) per area/facility/vehicle
- Special area cleaning procedures such as laundry, gym, kitchen, communal bathrooms
- Capacity limits and controls
- Physical distancing plans (eg. on game drive vehicles, dining areas and communal lounging areas)
- Guest procedures
- Staff procedures
- PPE standards for staff
- PPE standards for guests
- Procedures for staff with symptoms, and/or suspected COVID-19
- Procedures for guests with symptoms, and/or suspected COVID-19
- Monitoring the implementation of the protocols and the effectiveness of the measures undertaken
- Monitoring compliance with correct PPE usage
- Maintain staff, guest and visitor COVID-19 specific health and related records, ensuring they are kept for six weeks after the termination of the State of Disaster
- Maintain and check logs of cleaning activities
- Maintain and manage stock and use of PPE
- Oversight of all staff and guest training and information provision
- Monitoring compliance with the Department of Labour COVID-19 Occupational Health and Safety Measures in Workplaces

» STAFF AND GUEST AWARENESS

The best strategy towards preventing the transmission of COVID-19 is awareness. It is imperative that staff and guests are informed of the risks and how to break the chain of transmission. Breaking the chain of transmission is essential to stopping the virus.

Informative posters serve to emphasize key messages among guests and staff. Signs encouraging social distancing, washing hands and other precautions **MUST** be posted at prominent positions around for all to see, and to be constantly reminded of the recommendations.

Staff should be able to inform guests who inquire about the establishment's policy in terms of preventive measures, and the services that guests may require in the event of an incident. Staff should also be able to advise a guest with respiratory symptoms to stay in their rooms, and to manage and escort a guest to their room if needed. The COVID-19 Officer should immediately be informed of any guest presenting with respiratory symptoms, and should contact your medical service provider.



Africa SAFE-T clients must contact our 24-hour Incident Management Centre.





Save Lives. Protect Reputations. Add Value.

COVID-19 PROTOCOLS PLEDGE

I,....., owner and CEO of.....,

a business which operates..... in the travel industry and tourism industry, hereby pledge that, in all our business operations, which are open for business, and in any and all of our premises, vehicles, crafts and sites, we still 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, and continue to so adhere, until such Protocols are reached 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,....., 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 measures taken to minimise the spread of Coronavirus, and flatten the curve of the COVID-19 pandemic, in order to further the well-being of all the people of South Africa.

NAME:

DATE:

SIGNATURE:





MANAGER APPOINTMENT - CLAUSE 16(5)

DOCUMENT TITLE	CLAUSE 16(5) MANAGER APPOINTMENT			
APPLICABLE COMPANY	DOCUMENT NUMBER	REVISION	ISSUE DATE	ELEMENT NUMBER
Name of Company	XXX/ Directive Reg 10(8) of DMA / C16.5	1	0/0/2020	

APPROVAL	NAME	JOB TITLE	SIGNATURE	DATE
DOCUMENT OWNER				
APPROVED BY				

Directive by The Minister of Employment and Labour in Terms of Regulation 10 (8) of the Regulations Issued by The Minister of Cooperative Governance and Traditional Affairs in Terms of Section 27 (2) Of the Disaster Management Act, 2002 (Act No. 57 Of 2002)
Clause 16(5)

(APPOINTEES NAME)

I, (Appointer's Full Name) the (Legislative reference of appointment/ CEO or Section 16(2) appointee) appointee of (Appointer's Area) hereby appoints you (Appointee's Full Name) as the Clause 16(5) Manager responsible for the area known as (Appointee's Area).

In relation to the management of COVID-19 within the organisation, you are responsible to address employee and/or workplace representative concerns and to keep them informed.

You shall consult with your workplace health and safety committee on the nature of the hazard (COVID-19) in the workplace and the measures that need to be taken.

You are also required to ensure that all statutory requirements are met at all times.





» *Save Lives. Protect Reputations. Add Value.*

YOU MAY NOT FURTHER ASSIGN THIS DUTY.

Your appointment is valid from (Start Date).

You shall report (Time Period) directly to myself on all occupational health and safety matters arising out of (Appointee's Area).

.....
(Appointer's Signature)

.....
(Date)

Kindly confirm your acceptance of this appointment by completing the following:

ACCEPTANCE

I, (Appointee's Full Name) understand the implications of the appointment as detailed above and confirm my acceptance.

.....
(Appointer's Signature)

.....
(Date)

