



CLEAN, SANITISE, PROTECT

THE MOST NB DEFENSE AGAINST COVID-19 (HAND SANITIZATION, CLEANING PRACTICES, SANITISING PRACTICES, PERSONAL ITEM SANITISING PRACTICES, SUPPORTIVE HYGIENE PRACTICES, ENVIRONMENTAL CLEANING PRACTICES, BIOLOGICAL SPILLS)

» **KEEP THE VIRUS OUT WITH VIGILANT PRACTICES.**



SAFARI AND ADVENTURE FOCUSED EMERGENCY TEAM

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ICON KEY:



AFRICA SAFE-T
SERVICES



CRITICALLY
IMPORTANT



USEFUL
INFORMATION



RECOMMENDATIONS

» INTRODUCTION TO CLEANING, SANITISING AND PROTECTING

Frequent guest and staff hand sanitising and/or hand washing is critical, along with respiratory etiquette and frequent proper sanitising of surfaces. These practices are the key defence mechanisms against transmission of COVID-19.

HAND HYGIENE

Ordinary hand soap is appropriate for wash basins. A gel or liquid containing 70% alcohol is appropriate for hand sanitising stations.



Africa SAFE-T can assist you with the procurement of hand sanitising solutions.

RESPIRATORY ETIQUETTE

Cough/sneeze into your flexed elbow, mask or tissue (which is then discarded into a waste bin lined with plastic). Hand hygiene must be practiced after using a tissue, as well as before and after touching your face and/or mask.

SURFACE SANITISING

A variety of surface disinfectants are available on the market, which contain either bleach, chlorine, alcohol, bio-degradable and/or mineral substances for the effective elimination of the SARS-CoV-2 virus as well as other pathogens. Contact your kitchen, housekeeping and/or chemical supplier to discuss the available options for the effective sanitisation of surfaces.



Africa SAFE-T can assist with the selection and/or procurement of an appropriate sanitisation solution.



DID YOU KNOW

A basic and inexpensive sanitisation solution is 1/4 cup (62.5ml) of bleach to 5 litres of water. The solution should be discarded after 24 hours. It is important to note that this type of solution is not advisable for materials that are not colour fast, and may be corrosive and damaging to certain materials. The solution may be harmful to the environment after prolonged use in septic tanks and bio-sanitisation water plants.

» HAND SANITISATION PRACTICES



Guests and staff MUST sanitise their hands on arrival at the lodge before entering the facility. The guest and/or staff member must be observed sanitising hands for the first time to ensure that the correct technique is followed.

Avoid touching your face, including eyes, nose, and mouth with un-sanitised hands.



Hand sanitiser must be widely available throughout the lodge, and carried by key staff in regular contact with guests. Africa SAFE-T recommends the use of foot operated dispensers to encourage contactless operation.

Hands should be washed or sanitised frequently, and especially at the following times:

- When entering a new room or space (especially if a door was touched, or used for entry)
- Before and after using the restroom
- Before eating or drinking
- After touching an item that was handled or used by another person
- After touching the front of your mask
- Before and after handling PPE
- Before and after cleaning procedures



Communal restrooms and hand washing basins must have paper towels or individual hand towels available for use. These items must then discarded into a designated receptacle, which is lined with a plastic/paper/cloth bag. The bag is essential for the protection of housekeeping staff. Staff should then spray the edge of the receptacle before lifting the overlapped edge to tie the bag closed without handling the contents of the bag. The receptacle must be sprayed with sanitiser before a new bag is inserted.



Place a notice next to the paper towels or hand towels indicating that “towels are for single use only, and must please be disposed of into the receptacle provided”. This will ensure that guests or staff do not place the towel on the counter next to the basin after use, which is often the case.



Dispensers must be placed in all high-traffic and high-touch areas.

KEY LOCATIONS FOR SANITISER DISPENSERS ARE:

- Park/reserve entrance gates and boom gates
- Airstrip arrival terminals
- Reception
- Lounge/public area entrances
- Restroom foyers
- Curio shop entrance
- Guest rooms/suites
- Bars
- Dining area entrance
- Cellar entrances
- Pool areas
- Gym entrance
- Spa facility entrances
- Boma entrances
- Game drive vehicles
- Office entrances
- Kitchen entrance
- Staff canteen entrances
- Staff recreation facilities entrances
- Storeroom entrances
- Workshop entrances
- Red zone entry and exit points
- Isolation room

➤➤ CLEANING PRACTICES

Cleaning of surfaces is absolutely essential for the effective control and containment of the virus. Cleaning follows a two step process:

1. First clean the surfaces (using soap and water or other detergents to remove dirt and impurities)
2. Then sanitise (killing germs and other pathogens)

Performing both these steps will limit the spread of the virus.

Cleaning kits should be located in key locations for routine and efficient access according to cleaning schedules.

Cleaning kits will require the following:

- Bucket
- Multiple cloths
- Floor cleaning devices
- Water
- Ordinary floor and surface soaps/detergents
- Spray bottle with sanitising solution





Cleaning of surfaces should occur at least once a day in each area of the lodge, except for guest rooms and unused areas.

Cleaning schedules should be drawn up for each department, with a checklist specific to each area. These checklists will ensure that all areas and items will be cleaned and sanitised. Records must be kept detailing the date, time and who conducted the cleaning. Heads of Departments (HODs) must perform a walk-through of each area in their departments to generate area specific checklists for use during the cleaning process. Below are recommended checklist items specific to lodges that can be used as a guide.

CHECKLIST ITEMS



Checklists must be created for each area to include relevant points:

| | |
|--|--|
| Air-conditioning controls & vents | Pens used by more than one person |
| All horizontal surfaces within reach | Plastic folders, guest check-in folders |
| Armrests & backs of seats/chairs | Remotes |
| Baths | Room sprays, insecticide spray & repellent sprays/creams |
| Bins & waste containers | Safes |
| Computers, laptops & printers | Salt & pepper shakers & other static tableware |
| Credit card machines (especially buttons) | Seatbelts & buckles |
| Dashboard controls | Showers |
| Deck railings & stair/deck banisters/balustrades | Soap & sanitiser dispensers |
| Door handles - rooms/vehicles/cupboards | Steering wheels & gear levers |
| Door handles & support grabs | Tables, counters & desks |
| Electrical socket switches | Tablets & mobile devices |
| Floors | Taps/faucets |
| Fridge handles & doors | Telephones |
| Ice & vending machines & scoops | Toilet brushes |
| Key cards/room keys | Toilet flush buttons/levers |
| Keyboards | Toilet roll holders |
| Kitchen equipment | Toilet seats, lids & bowels |
| Kitchen surfaces | Urinals |
| Light switches | Vehicle keys |
| Liquor bottles | Window levers/buttons |
| Menu holders | Window sills |
| Monitor screens | |

»» SANITISING PRACTICES

Areas that are frequently used, such as kitchen, bar counters, desks and worktops, should be sanitised every 15 to 30 minutes. For other areas which are not used continuously by guests and staff, sanitising will depend on footfall and type of usage as well as the surface (such as the gym and spa).

It is advisable to place a cloth in a small bucket that contains your preferred sanitising solution, to be used to wipe the surface frequently, and after each use. This action has the added benefit of sanitising the user's hand when they retrieve the cloth from the bucket. The user should twist the excess liquid out of the cloth before wiping the surface with the damp cloth. Alternatively, sanitising solution can be placed into a spray bottle, which is then sprayed onto a cloth and used for surface wiping.



Allow the surface to air dry. The solution should be changed at least every 24 hours, or according to the manufacturer's recommendations.



APPROPRIATE LOCATIONS FOR SANITISER BUCKETS/SPRAY BOTTLES ARE:

- > Reception desks
- > Guest communal/public areas (which are not close to a waiter or service station)
- > Gym facilities
- > Spas
- > Bar counters
- > Waiters' stations
- > Food passes
- > Food prep counters
- > Sculleries
- > Laundries
- > Staff canteens
- > Staff recreational facilities
- > Offices
- > Workshops

Visual displays to facilitate safe use of items or spaces is advisable, as this will reassure guests. "Safe to use" or "Used" non-porous signs can be employed for this purpose.



You could have a sign that hangs from a guest restroom. Once the restroom has been used, the guest could flip the sign to advise it has been used. This will prevent other guests from using the restroom until it has been cleaned. Once cleaned, the housekeeper or other staff member could flip the sign to say "Safe to use". The same could apply for gym equipment, pool loungers and communal/public area seating.



| AREAS TO FREQUENTLY SANITISE (EVERY 15-30 MINUTES) | AREAS/ITEMS TO SANITISE AFTER USE: | AREAS TO SANITISE ONCE A DAY: |
|--|------------------------------------|--|
| Bar counters | Reception desk and counters | Offices |
| Waiters' stations | Guest restrooms | Curio shop |
| Food passes | Gym facilities | Communal restrooms |
| Food Prep Counters | Spas | Lounges |
| Sculleries | Pool loungers & side tables | Cellars |
| | Guest rooms/suites | Deck railings & stair/deckbanisters/ balustrades |
| | Game drive vehicles | Laundry |
| | Boma Dining areas | Staff recreational facilities |
| | Laundry machines & red zone floor | Workshop |
| | Staff canteens | |
| | Re-usable PPE | |
| | Isolation rooms | |

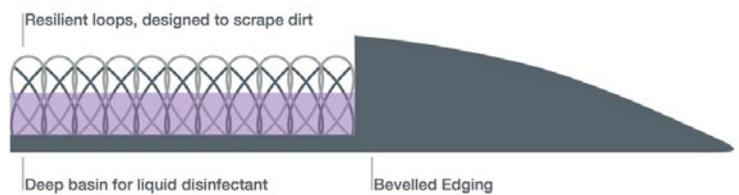


SHOES

Shoes should be sanitised on arrival and after cleaning a contaminated area or guest suite to prevent cross-contamination on the lodge floors. This can either be done by spraying or wiping the shoes with sanitiser, or using walk-off mats.



It is recommended that guest and staff shoes should be sanitised on arrival at the lodge, and all other shoes once un-packed in their respective rooms.



LUGGAGE

All guest and staff luggage should be sprayed with a sanitiser spray after off-loading from a vehicle or airplane.



Staff handling the luggage should sanitise or wash hands immediately before and after touching the luggage.

If the guest or staff member handles their own luggage and it is **not entering a shared building or room**, then spraying is not required.

STAFF CLOTHING AND UNIFORMS

Staff who reside on the property should, upon returning to the lodge, place all personal clothing items that they have brought back to the lodge in a laundry bag for laundering and decontamination.

Staff who do not reside on the property should remove their personal clothing in a designated area upon returning to the lodge, place the clothes into individually marked containers, sanitise and wash their hands and then put on a clean uniform.

At the end of the shift, staff members should sanitise their hands, carefully remove their uniforms (avoiding contact with the outer surface), place the uniform into a dedicated laundry bag or container for laundering, sanitise their hands (ideally they should also shower) and then put on clean personal clothing.

Staff uniforms should be reduced in complexity and limited to simple items (for instance, scarves and ties should be avoided).



WELCOME AND POST-ACTIVITY FACE/HAND TOWELS

Should be placed into a laundry bag after use for washing after each use.

SWIMMING POOLS

Water must contain optimal prescribed levels of chlorine and anti-bacterial agents. Levels of chemicals in communal pools should be checked daily. Guest room/suite pools should be checked before each check in.

LAUNDRIES

Should use hot cycles (70°C or higher) with appropriate laundry detergents, such as those that contain or produce peracetic acid. Contact your housekeeping and/or chemical supplier to discuss the available options for effective laundry sanitisation.

SCULLERIES

Should use high temperatures for dishwashing. Washing cycles should be set at 55 - 60°C, with the rinse cycle set at 85 - 90°C. If these temperatures are not attainable, used cutlery, crockery, glassware, and cookware should be soaked in a sanitising solution for at least 30 minutes before being washed with warm, soapy water.

CASH HANDLING

Should be minimised or eliminated. Pre-payments, EFTs, credit and debit cards, SnapScan, Zapper and signing of accounts should be maximised.



If a guest or staff member handles cash, hand sanitising should occur immediately after handling the cash.

A portable handheld UV-C Light Steriliser Wand is useful for sanitising cash, and limits exposure of reception staff (and other staff) when distributing tips.

All credit card machines must be sanitised before and after every use with an alcohol-based sanitiser or a UV-C Light Steriliser Wand. Where a cashier attendant may be required to handle a guest's credit card, the guest will be required to sanitise hands and credit card before handing over to the cashier attendant. After using the credit card, the cashier attendant will be required to sanitise it before returning it to the guest.

OFFICES AND STORAGE ROOMS

These areas have high volumes of foot traffic and include many electronic devices which can be damaged by liquid. It is advised to use a fogging device to ensure sanitisation of areas which are difficult to reach with surface sanitising practices (eg. between the keys of keyboards, inside drawers, shelves, cabinets, between files, stock items, boxes, under computer CPU units, seat material, etc).

VENTILATION

All rooms, areas and vehicles must be kept well ventilated by natural or mechanical ventilation methods to reduce possible viral loads.

Heating, ventilation and air conditioning systems must be cleaned at least once a week. Service schedules should be up to date and systems checked for operational efficiency. Windows and doors close to exit air vents should be closed to prevent feedback into the room or area.

If it is feasible from a fire and security perspective, doors should be wedged open to reduce surface touching and ventilation, rather than being closed completely.

Offices and other rooms that have no windows installed should leave the access door left open, with a floor-standing or desk fan in place to ventilate the space effectively.



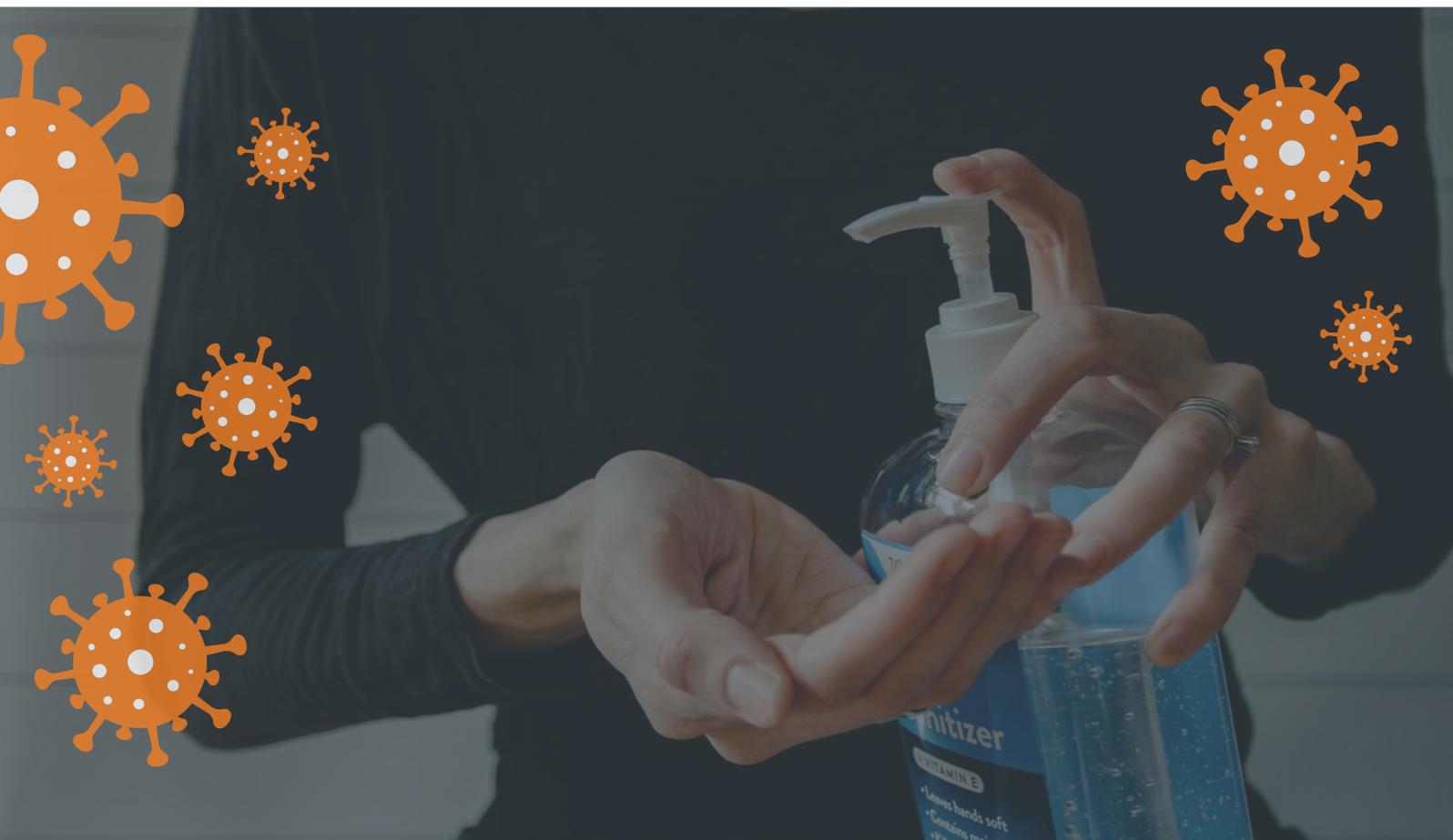
REDUCE SURFACES AND ITEMS

Throughout the lodge and vehicles, the number of surfaces which can be touched must be reduced to eliminate the need for additional surface sanitising. Actions include:

- Remove rugs, carpets, cushions and softs (such as blankets) where possible and without compromising on the guest experience.
- Remove magazines, newspapers, coffee table books, games, décor items on coffee tables, flower pots and vases etc. that are in high traffic areas.
- Games, magazines and newspapers should be provided on request, and sanitised before and after use, or disposed of if sanitisation is not possible.
- Guest rooms/suites should not contain shoe cleaning, sewing or amenity kits. These should be provided on request.
- Pool towels and blankets (lounge area, dining and boma) should be placed out of reach of guests and provided on request. These must be taken to the guest room after use for laundering the next day.
- Remove communal water dispensers. Main area water dispensers should be operated by staff members only.

REDUCE USE AREAS

Areas which are not in use or which can be taken out of use should be locked or barricaded to prevent traffic and the need for regular cleaning. This would include meeting rooms, additional or secondary dining areas, some communal bathrooms, additional or secondary lounges, business centres, pool or storerooms, and guest rooms/suites not in use.



ENVIRONMENTAL CLEANING IS ESSENTIAL FOR THE EFFECTIVE CONTROL AND CONTAINMENT OF THE VIRUS.

Practicing all the standard precautions, as well as sanitisation and hygiene practices, will limit the spread of the virus. However, humans are habitual and will make mistakes. Some materials (such as soft blankets, duvets, pillows and couches) are difficult to sanitise, and may be damaged by strong sanitising solutions.

COLD FOGGERS that use environmentally friendly solutions are useful in this regard. Foggers get into hard-to-reach areas, and are therefore preferred when used in combination with surface sanitisation practices. They also simplify complex cleaning tasks, such as the process required for vehicles or airplanes.



DID YOU KNOW

WHAT ARE COLD FOGGERS AND HOW DO THEY WORK?

COLD FOGGERS that use environmentally friendly solutions are recommended. Foggers penetrate hard-to-reach areas, and are therefore preferred when used in combination with surface sanitisation practices. They also simplify complex cleaning tasks, such as the process required for vehicles or airplanes.

A cold fogger is a device you can use both indoors and outdoors to disinfect spaces. Cold foggers do not utilise heat to vaporize the fogging liquid. Cold foggers utilise air pressure to spray the fogging liquid out in tiny particles, therefore creating a mist. Cold foggers are usually available in either a handheld fogger or a backpack fogger. The handheld versions are cheaper, while the backpack cold foggers are easier to carry and are more practical. The fogging solution which disinfects the spaces goes in the tank which is located in either the body of the fogger or attached to the bottom of the machine. Most cold foggers work using electricity. This means that you must have a power outlet nearby, or an extension cord that can reach the target area.

When you turn the fogger on the motor will pump the fogging solution out of the tank. A blower then sprays the liquid out through a special nozzle located on the front of the fogger. This nozzle pressurizes the air (either by being small enough to confer high pressure, or by having a vortex of high-speed air that the liquid is pumped through), turning the fogging solution into a fine mist.



Africa SAFE-T has done extensive research on various cold foggers, and can assist you with the procurement of suitable devices for your operations.



Africa SAFE-T highly recommends the use of a cold fogger in the following situations:

1. Areas that have been used should be fogged AT LEAST once a day before the arrival of staff and guests (either the night before or the morning of arrival on site).
2. For quick sanitisation of gyms and spas between use,
3. Guest vehicles after off loading luggage and before moving the guest vehicle to the lodge parking area,
4. Guest suites before a new guest checks in, regardless of whether the suite has been used before or not. Items of importance during the guest suite fogging are cabinets, closets & drawer inner sections, mattresses, head rests, lamp shades, duvets, pillows, scatter cushions (if any), curtains & blinds, mosquito nets, couches, rugs, mini bars (including the fridge interior), coffee stations, restrooms, bathrooms, outdoor furniture and outdoor cushions.

Staff must be trained according to the instruction manual provided by the manufacturer.

Ideally all windows and doors that lead outside should be closed during cold fogging. This allows the fog to penetrate the entire area so that it does not escape through an exterior opening. Cabinets, drawers, closets and other furniture with internal compartments need to be opened. They should look like steps. Drawers should not be stacked on top of each other, as the fog needs to be able to reach all of these areas.

If the fogger has an adjustable micron size function, use the larger microns for outdoor areas and smaller microns for indoor areas. Refer to the manufacturer's instructions in this regard.





The lodge should have at least three biological spill kits on site that must be used in the specific manner for the cleaning of blood, urine, vomit or faeces. Kits contain the following:

| CONTENTS | |
|---|---|
| 1 x disposable gown (water-proof, closes in the back) | 1 x disinfectant spray |
| 1 x pair high risk gloves (medium and large) | 1 x 50gm absorbent granules/powder |
| 1 x pair nitrile gloves (medium and large) | 10 x absorbent paper towels |
| 2 x disposable shoe covers | 1 x disposable cardboard scoop and scraper |
| 1 x N-95/FFP2 Mask | 2 x biohazard waste bags |
| 1 x disposable face shield | A waterproof copy of (SOP) spill response and clean-up procedures |

BIOLOGICAL SPILL PROCEDURE

Spills on hard surfaces often spread over larger areas, so it is necessary to contain the spill as soon as possible. A complete biological spill kit and a small bucket/bin must be on site and ready to use before you start the clean-up.

RESPONSE

1. DO NOT PANIC.
2. Alert people in the immediate area of the spill.
3. Remove any contaminated clothing, and collect the bio-spill kit and a small bucket or bin.
4. Block off the area until clean-up and disinfection is complete. No visitors or unprotected staff members should be allowed to access the area.
5. Assess the degree of contamination and formulate a plan for the action required.
6. Assemble a spill response and clean-up team if more than one person is required.

SPILL CLEAN-UP ROUTINE PROCEDURES

Before proceeding with the clean-up, put on gowns, double glove, shoe covers, face shield and N-95/FFP2 Mask (PPE from the spill kit). Line the inside of the small bucket/bin with a biohazard bag, ensuring that the edge of the bag folds over the edge of the bucket for easy closing on completion.

- Starting at the edges and moving towards the centre, cover the spill area with absorbent granules/powder and allow sufficient time for fluids to become gelatinous.
- Using the scoop and scraper, scoop and dispose of all absorbent materials, broken glass and other substances into a biohazard bag
- Dispose the scoop and scraper into the biohazard container.
- Carefully pour or spray disinfectant over the spill area.
- Allow 30 minutes for the disinfectant to deactivate all material in the spill area.
- Remove disinfectant with paper towels, working from the edges to the centre. Place the paper towels in the biohazard bag.
- Remove outer pair of gloves only and dispose of them in the biohazard bag.
- With inner gloves still on, sanitise the outer surface of the inner gloves.
- Remove the face shield, mask and gown with inner gloves still on, and dispose of them in the biohazard bag.
- Remove inner gloves and dispose of them in the biohazard bag.
- Close and secure the bag, then place it in the second biohazard bag.
- Close and secure the outer bag, and disinfect it by spraying it generously with sanitiser.
- Wash your hands with soap and water, and sanitise immediately.

RESPONSIBLE DISPOSAL

Contact your local medical partner to arrange for the correct disposal of the biological waste.



Africa SAFE-T assists our clients with the collection and proper disposal of biological waste.

