



DETAILED PROCEDURES FOR SAFE COVID-19 BUSINESS OPERATION

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Please ensure the following protocols are understood by all staff and put in place to create a safe operating environment for clients and staff at Chimp & Zee. These reference the latest TBCSA operating protocols for tourism businesses in South Africa.

1. STAFF EDUCATION

All Chimp & Zee staff to receive adequate training so everyone is aware of the Covid-19 operating protocols, and aware of the importance of staying healthy and reducing the risk of transmission while at work **and** at home.

This training is to include both verbal instructions and discussions as well as practical examples and assessments of each protocol to ensure the staff and the business will be compliant with the Covid-19 operating protocols at all times. Any updates to these protocols will require further training and awareness assessments.

2. SAFETY OFFICER

The business is to appoint a Covid-19 safety officer who will assume responsibility for implementing and overseeing the health protocols listed here.

When the Safety Officer is on leave, a suitable 'stand by' candidate is required to assume this role for such days.

The Safety Officer, and stand by candidate when applicable, is to ensure that the correct Covid-19 safety procedures are followed at all times. Any deviation from these procedures is to be reported to Chimp & Zee management immediately.

3. RESERVATIONS

Group sizes may need to be limited to increase the social distance between members of different groups during the kit up/off procedure especially. This is to be carefully managed by the reservations team.

4. ARRIVAL PROCEDURES

A single entrance point is to be used for the business, both for staff and clients. Any secondary or side entrances are to be closed to ensure that a single entry point is used.

Upon arrival at the entry point both staff and clients are to have their temperatures tested. If temperatures are below 37.5 degrees they may proceed. If anyone has a temperature above 37.5 degrees then they are to be informed that this is an indication of a possible fever, which is one of the symptoms of Covid-19. In the interests of safeguarding the health of everyone else at the business that day, the person is to be kindly informed that they do not enter the premises. The Safety Officer should be called to further assist such person with advice on nearby medical and testing facilities should such person wish to be tested.

5. DAILY ATTENDANCE RECORD KEEPING

Contact details of everyone who has been on the premises each day is to be written down and kept on record.

For staff this is simply the dates and times each person was at the premises.

For clients this is to include:

Date/Name/Contact Phone Number/Contact Email/Group Departure Time.

In the event of being notified that someone may have had Cov-19 while at the business premises, these records will be needed to be used trace and contact everyone else who was there at the same time to inform them of this.

6. CLEAN HANDS

Regular washing of hands is essential to reduce the risk of contracting Covid-19. Alcohol based sanitisers are to be readily available at the entrance point and other key places around the premises such as the reservations desk, briefing room and kit up area.

Toilets are to always have soap at each basin to further promote this.

Staff are to be encouraged to wash their hands at regular intervals, especially after interaction with other people, as well as before and after each tour if they are guides.

7. FACE MASKS AND PROTECTION

Face masks are to be worn by staff and clients at all times while at the premises. The only exception to this rule is for eating and drinking.

Instructors are required to wear visors or safety glasses when coming in close contact with clients. This includes kitting up, during the experience, and kitting off.

Reservations staff are also encouraged to wear visors when coming into close contact with clients – i.e for handling payments.

8. SOCIAL DISTANCING

Social distancing of 1.5m is to be maintained wherever possible. Queue line positions at reception are to be demarcated at 1.5m intervals with tape or markers on the ground to encourage this. Kit up seating and harnessing areas are also to be demarcated into 1.5m spacings to ensure social distancing between clients from different groups.

As far as possible, interaction with clients, including specifically the pre-tour safety briefing and subsequent client kit-up/off, should take place in a well ventilated outdoor area.

9. CLEANING REQUIREMENTS

All surfaces that are commonly touched and used (i.e reservations counter, kit up table, indemnity tablets, vehicle handles and arm rests, toilet handles, bathroom taps, etc) are to be regularly sanitised. This is to maintain a hygienic environment after each guest group has passed.

Cleaners are to wear surgical gloves or similar when sanitising such areas.

10. SAFETY GEAR (PPE)

Safety gear is to be sanitized after it is used by different people.

Harnesses, pulleys, carabiners, lanyards etc are **NOT** to be sprayed or cleaned with alcohol or ethanol based products until more information becomes available. Manufacturers currently advise against these chemicals.

Any one of the following recommended sanitisation methods can be used:

- A light fogging spray with a plant-based sanitizer. Dermural D4L from Plant Inc is recommended.
- Leave hanging for 48 hours after use, after which time the equipment will be fine for use by a different client. This time can be decreased further by exposure to sunlight.
- Warm water wash with soap.
- Submerison in hot (55 deg) water for 30 mins
- Placed in a heat cupboard (55deg) for 15 minutes

Cleaners are to wear surgical gloves or similar when sanitising equipment.

11. EMERGENCY CONTACT DETAILS

The contact details of the nearest hospital and the nearest Covid-19 testing centre are to be kept at reception and by the Safety Officer in case these are needed for either a staff member or a client.

12. SAFETY SIGNAGE

Operational information about Chimp & Zee safety measures, including any instructions regarding such safety measures, is to be clearly displayed by suitable posters/floor markings/notices/etc.

Stay safe, thanks for the support, and enjoy your Chimp & Zee experience!