

# **BELMOND MOUNT NELSON HOTEL'S PREVENTION OF COVID-19 HEALTH, SAFETY AND CARE PRACTICES**

(updated 24<sup>th</sup> July 2020)

Belmond's care-full approach is based on three key pillars:

Protecting - Complying - Reinventing

Protecting is about providing a safe environment for our employees and guests, focusing on personal hygiene, protective equipment, removing unnecessary touch points, cleaning and disinfecting, and physical distancing. To define these standards, we followed expert guidance from major global health agencies, as well as leading industry partners.

Complying is about ensuring that the preventative measures defined to deal with Covid-19 are effectively implemented at our property and that they become part of our daily routine. Being owner-operators of our properties, we have full control of the entire process. To provide an extra layer of assurance, we have partnered with SGS, a global leader in testing, inspection and certification, to certify our framework and audit each of our properties on the implementation of our protective actions undertaken and the cleaning results achieved.

Reinventing is about changing the way we do things to enhance the guest experience and reduce Covid-19 related risks at the same time. Reinventing is about aligning our properties with the new realities whereby personal space is more important than ever. Reinventing is also about driving innovation, working together with LVMH Labs and other LVMH Maisons to pilot and roll out new technologies to improve the guest experience and reduce Covid-19 related risks.

We would like to assure you that the purpose of this document and the information it contains is to make sure that our guests are fully aware of the safety protocols we wish to implement when the hotel re-opens. The content in this document may change from time to time as we strive to ensure the safest possible environment for our guests.

## INTRODUCTION

- The South African tourism industry has developed comprehensive protocols for the operation of hotels in this sector. These protocols are aligned with the TBCSA, WHO, NICD and DoH guidelines and advice, and will be revisited as required on an ongoing basis.  
<https://tbcsa.travel/wp-content/uploads/2020/06/COVID19-Protocols-for-Tourism-Industry-Operations-Revised-310520203.pdf>
- Belmond Mount Nelson conforms to the above protocols together with international guidelines as determined by the Belmond group. Please visit our Belmond website  
<https://www.belmond.com/legal/coronavirus#protects> and click on this link for answers to frequently asked questions.  
<https://www.belmond.com/legal/coronavirus#faq>

## ACRONYMS REFERRED TO IN THIS DOCUMENT

TBCSA:	Tourism Business Council South Africa
WHO:	World Health Organisation
DOH:	Department of Health
NICD:	National institute for Communicable Diseases

## RELEVANT TOPICS

1. Health screening & Contact Tracing – All Guests
2. Monitoring & Managing Guests with Symptoms
3. Wearing of Masks & Personal Protective Equipment (PPE)
4. Sanitising & Hygiene Practices
5. Physical Distancing & Capacity Control
6. Cleaning Protocols
7. Airport Transfers, Pre-Arrival, Check-In and Express Check-out
8. Reduced Touchpoints - Digital vs Print
9. On demand & Restricted Services
10. Food & Dining Safety – General
11. Food & Dining Safety - In Room Dining
12. Food & Dining Safety - Conferences & Functions
13. Food & Dining Safety - Back-of-house
14. Dedicated Covid-19 Health & Safety Officer and Safety Management Team
15. Keeping Up to Date, Compliant & Quality Control

## 1. HEALTH SCREENING & CONTACT TRACING - ALL GUESTS

- 24 to 48 hours prior to travel, accommodation guests will be required to fill in a [Wellness Form](#) to confirm that they and their travel companions do not present any Covid-19 related symptoms. Guests may be notified in the event that they might have had exposure to a confirmed Covid-19 case. If the guest or any of their travel companions present symptoms, they will be requested to reschedule their holidays and travel at a later date.
- All our guests will be required to complete a [Medical and Travel declaration](#) on arrival. Special screening stations will be set up at the entrance. All guests must complete the form, and not just the contracting party. The South African Tourism industry has developed a standard form for this and ensured it is POPI compliant.
- The form will state clearly that guests' details will be shared with local public health authorities in the event that another guest or staff member who might have been in contact with them whilst on our premises becomes ill with COVID-19. Should the guest not agree to this, we shall prohibit them access to our property.
- The guest declaration form will be linked by annotation or on-line document system to the room or restaurant table of the guest.
- Where an external transport provider is conveying guests to or from another facility or establishment, e.g., a hotel or an attraction, copies (electronic or on paper in a plastic folder) of the guest's medical and travel declaration taken by the transport provider may be passed on to the hotel. We will also keep guest details of their recent and planned travels.
- We will strongly encourage all guests to notify us or their travel agent prior to arrival at the hotel, should they or any member of their travel group display any Covid-19 symptoms, so that we can assist with making alternative accommodation arrangements for those affected guests.
- Upon arrival, guests will need to re-confirm that they are not displaying any Covid-19 related symptoms and will also have their temperature screened. This will be done via a contactless thermometer or a temperature screening camera.
- Any guest showing a temperature of 37.5°C or more, or any guest who refuses to have their temperature taken, will unfortunately not be allowed to visit or stay overnight at the hotel. In such an event, we will assist guests with guidelines on the closest medical facility where they may seek medical attention. Naturally, these guests may return to the hotel at a later date if a medical report has been issued confirming that Covid-19 is ruled

out. Please note that we will not be able to accept medical certificates issued prior to arrival.

- Until medical attention has been obtained, the guest may stay in an isolated area of the Hotel with closable doors where our Health and Safety Manager will be on hand to assist. If the guest arrives outside of normal operating hours, when seeking immediate medical attention might be challenging, the guest will be allowed to stay for no more than 24 hours in a specially designated room. The hotel will have a room available exclusively for these cases, which will be thoroughly disinfected after each use.
- Guests will also be requested to report any ill health during their stay to a member of the hotel staff. A logbook will be kept to document records of any measures and actions taken.

## 2. MONITORING AND MANAGING GUESTS WITH SYMPTOMS

- Where possible, accommodation guests with symptoms will stay in a room with reduced furniture. These guests will be served by designated, low-risk staff with additional PPE e.g., visors or other eye protection, gowns and gloves (which will be discarded after each contact). Guests will be required to isolate and take all their meals in their room. Their temperature will be recorded three times a day. If symptoms are severe, worsen or persist more than one day, a medical professional will be consulted.
- In the case of accommodation guests with symptoms wishing to depart, and the guest is due to check-in that evening, the new accommodation establishment concerned must be contacted and asked if they have a self-isolation room where the guest might check-in. If not, then they will be assisted to move into an identified self-isolation accommodation establishment.

## 3. WEARING OF MASKS & PERSONAL PROTECTIVE EQUIPMENT (PPE)

- All guests and visitors will be required to wear masks except when:
  - In their guest bedroom
  - They are a small group in a self-drive hire car
  - While eating or drinking
- Acceptable masks are cloth masks, surgical masks and N95 respirators.
- If an accommodation guest does not have their own masks for a multiple day stay, the hotel will provide additional masks accordingly.

- The hotel will provide for a specialised cloth mask laundry service for hotel guests. Small sealable bags will be provided in which used masks can be submitted for laundry and a new sterile bag to return the clean mask. Guests will be offered this service complimentary once during their stay, after which it will be on a chargeable basis.
- All guests visiting any of the Food & Beverage outlets will be provided with a biodegradable paper bag in which to keep their masks whilst they enjoy their meal.
- Biohazard containers will be available for the disposal of used disposable masks or brown paper bags.
- Employees will be wearing protective wear as appropriate, which could include face covers & face shields, disposable gloves, disposable shoe coverings, disposable aprons and gowns.
- Staff uniforms will be cleaned daily using a sanitising laundering process.
- Our staff has been trained to appropriately handle and wear disposable PPE equipment in case of the evacuation of a potential suspected case. They have been trained to dispose of soiled equipment and PPE which will be collected by a certified independent company.

#### 4. SANITISING & HYGIENE PRACTICES

- Guests will be requested to sanitise their hands on initial arrival at the door and check-in counter. Alcohol-based hand sanitisers with at least 70% alcohol concentration will be available at the Reception and Concierge desks, the entrance of each outlet and facility (such as gym, spa, meeting rooms, restaurants, bar, vehicle. etc.) and adjacent to each lift on every operating floor. Signs will be available reminding guests to disinfect their hands both when entering and leaving each facility.
- Thereafter sanitisers and wipes will be available for pens, credit cards, phones, wallets, purses, and for changes in situation e.g., entering or leaving a facility, area or vehicle, using bathrooms, or using lifts.
- Buttons on the lift landings and inside lifts will be sanitised by the Housekeeping teams on a continuous basis throughout the day. Walls and floors on the inside of lifts will also be sanitised.
- These measures are in addition to our robust hygiene and cleanliness protocols which already mandate good hand hygiene, supplying handwashing facilities, and strict guidance on regular hand washing throughout the day. (washing with soap and water for at least 20 seconds)

- On arrival, guests will find Covid-19 care packages placed in their bedrooms containing face coverings, antibacterial hand sanitising gel, antibacterial surface spray, antibacterial wipes and gloves.
- Guests and associates should always cover their mouth with tissues when coughing or sneezing, and refrain from touching eyes, nose, face and arms (or other people or surfaces) with soiled gloves or unwashed hands. Tissues and no-touch disposable receptacles will be widely available to all guests & associates and in all hotel facilities for sneezing/coughing.
- Hand cream lotion will be widely available to guests & associates in public bathrooms to prevent skin irritation from frequent hand washing and hand sanitising.

## 5. PHYSICAL DISTANCING & CAPACITY CONTROL

- The hotel will be taking steps to ensure that face-to-face contact will be reduced where appropriate. The hotel will maximise the use of on-line reservations, e-check-in and e-check-out, and any other types of non-contact processing required in order to reduce the need for proximity to other people.
- Social & physical distancing protocols will be ensured via information notices and by regulating the volume of footfall throughout the property. Particular focus will be given to public, dining & event spaces, cloakrooms, pool areas, lifts and bedroom allocations.
- 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. Guests from the same small family/friend group who share a room may be closer to each other.
- At any queuing point or potential queuing point, i.e. at reception, concierge, primary entrances, lifts, staff entrances, restaurant entrances etc. floor markers and bollards, cordons, or rope stansions will be used to manage queues and spacing at 1.5 meters.
- Lift capacity is restricted to only 2 guests allowed at one time. There will be clear signage at all lift entrances and in lifts, and markers on lift floors. Discretion will be used for people from the same small family/friend group who are sharing a room.
- As far as possible, guests will not be checked into bedrooms adjacent to other guests, and housekeeping attendants will not service bedrooms whilst guests are present.
- Pools that are open will be staffed to ensure adherence to physical distancing in and around pools; sun beds will be spaced apart so as to

adhere to physical distancing guidance.

- In terms of bar and dining spaces, the hotel has reviewed and modified floorplans and the placement of furniture. We will encourage the use of our outdoor dining options and we will stagger dining times. When possible, we shall consider an entry/exit system to implement a one-directional flow.
- Capacity may be subject to regulations e.g. max 50 people including staff in any one restaurant, otherwise the guideline will be capacity at 50% of prior capacity. Discretion will be used for people from the same small family/friend group who are sharing a room.

## 6. CLEANING PROTOCOLS

- The hotel will undergo a deep clean prior to reopening and further specific measures to protect against Covid-19 will be carried out. This cleaning will include the removal and deep cleaning of all curtains, fabrics, quilts, pillows and cushions. All floors and hard surfaces will be cleaned and disinfected with a cleaning product approved to tackle Covid-19. All carpets will be disinfected and upholstered furniture and mattresses will be steam cleaned. Once reopened, our enhanced cleaning standards will continue to be overseen and regularly reviewed by the hotel's safety management team.
- Personnel will be specifically trained in the increased frequency of cleaning, documenting all cleaning, and in utilising the correct cleaning products with proven efficiency against these viruses, as well as wearing appropriate PPE relevant to the cleaning task. They will also follow strict safety guidelines as prescribed by health authorities.
- The frequency of cleaning will be intensified for high touch & transit areas which will be cleaned and disinfected every 2 hours during the day, cloakrooms once every hour, and dining spaces (counters, tables & chairs) between each and every new guest.
- Room cleaning frequency will be reduced and linen change frequencies will be reduced to lower contamination risks for longer staying guests. Amenities in the room will be disinfected and wrapped. Telephones and remote controls will be disinfected. Linen and towels will be washed on the hottest wash cycle at 80°C. All the linen will be ironed on a hot setting. Towels will be tumble-dried until fully dry and hot enough to kill any potential viral matter. Regular deep cleaning will be carried out on upholstery and carpets.
- On check-out all furniture, surfaces, movable items, wall surfaces close to traffic/seating/lying areas, and all floors will be thoroughly disinfected and

bathrooms will be thoroughly cleaned including all wall surfaces. Consideration will be given to increasing the time between check-out and check-in to ensure housekeeping staff has sufficient time for thorough deep cleaning of rooms.

- The hotel will endeavour to rotate room use as little as possible, i.e. leave rooms vacant for two days or more, occupancy permitting. This will also assist in ensuring rooms are decontaminated before the next check-in.
- Spa treatment rooms, the fitness centre and the business centre will be cleaned and disinfected immediately after each and every guest's visit.
- Vehicles used frequently for short trips will undergo a surface clean between every trip
- The super-chlorination of all swimming pools will be carried out prior to re-opening.
- Our Maintenance team performs daily maintenance and cleaning of systems to maintain hygienic ventilation and effective drainage.
- The hotel will be making use of Cordless Electrostatic Technology as an additional measure of sanitation.

## 7. AIRPORT TRANSFERS, PRE-ARRIVAL, CHECK-IN AND EXPRESS CHECK-OUT

- Personnel conducting airport transfers will be adequately trained to ensure vehicles are cleaned and sanitised, not over-crowded, drivers wearing appropriate PPE and follow physical distancing protocols. All printed collateral in vehicles will be removed and guests will be introduced to digital content. Vehicles will be equipped with hand sanitising gel and disinfectant wipes, and drivers will sanitise luggage handles. Guests will be expected to wear their own face masks; however, vehicles will have additional masks on hand in case of an emergency.
- Self-drive guests will be encouraged to park their vehicles themselves, however, should valet parking be requested, valet drivers will be trained to wear the appropriate PPE and to clean and sanitise all high touch areas in the vehicle once parked.
- As mentioned under "Health screening & Contact Tracing - All Guests", all guests will be required to complete a [Wellness Form](#) and guests with an accommodation reservation will also be required to complete a comprehensive [Medical and Travel declaration](#). This form will be available electronically so that guests may complete it in advance and swiftly confirm the information on arrival.



- The temperature of all guests will be taken on arrival with a non-contact thermometer. Any temperature outside of the normal range (above 37.5oC) will require prescribed action to be taken. Refer to section above “Health screening & Contact Tracing – All Guests”
- The hotel will be asking guests who book directly to complete the check-in process prior to arrival. Additionally, the hotel will be providing pre-arrival communications to guests directly and via travel agent partners with answers to frequently asked questions and offer property-specific information, including what is being done about Covid-19 at Belmond Mount Nelson hotel.
- During the check-in process, all measures will be taken to disinfect pens, room keys and payment devices. Guests will have the option to have their documentation emailed to them. Reception personnel will wear appropriate PPE and practice physical distancing.
- Cash handling will be minimised and discouraged. Prepayments, EFTs, credit and debit cards, and signing to accounts will be maximised. If a guest or staff member handles cash, hand sanitising will happen immediately afterwards.
- All luggage will be carefully wiped with surface sanitiser after off-loading.
- For first arrivals, an associate will be on hand to perform standard Health & Safety briefings which emphasise that all measures have been put in place for the safety of our guests and staff. These measures cover:
  - modified arrival processes to restrict any non-essential contact with hotel personnel,
  - guidance on hotel facilities, any non-operating facilities and alternatives, and services which will be available on demand or by pre-arrangement only,
  - Covid-19 hotel and government regulations and FAQ’s,
  - Hand sanitising, surface sanitising and correct hand washing techniques,
  - Physical distancing – spacing and queues, elevator etiquette, pool usage,
  - Use of masks on property and what is expected when eating and drinking,
  - Care Packages awaiting them in their room, (Masks, gloves, antibacterial hand wipes, antibacterial surface spray hand sanitising gel)
  - Brief explanation of procedures if someone has a high temperature or COVID-19 symptoms,
  - Access to medical services and pharmacies,

- Other details such as room cleaning and linen change frequency, food service & pre-ordering options, if restaurant reservations required, dedicated vehicle seat and vehicle entry and exit procedures for the hotel shuttle (which entrance/exit, not to touch doors or seats except one seat and seat belt) etc.
- The Reception team have the necessary equipment and medical kit as stipulated by the WHO.
- Our reception and travel desks will be fitted with transparent counter safety screens.
- Our reception area will be demarcated with lines to maintain appropriate social distancing.
- Express check-out will be available for check-out the night before or on the day of departure.

## 8. REDUCED TOUCHPOINTS - DIGITAL VS PRINT

- Printed material will be reduced and electronic versions of room directories, magazines, newspapers and in-room dining menus will be promoted.
- Guests will have the option to receive their billing and payment information via email.
- Restaurant and bar menus will be written on chalkboards or printed on single-use and recyclable material.
- The Belmond App will be introduced to all guests and will be an electronic medium for most of the above offerings and services.

## 9. ON DEMAND & RESTRICTED SERVICES

- In order to reduce the risk of infection, turndown service and mini bar services in guest rooms will be available upon request only.
- Librisa Spa will feature an amended treatment menu in order to promote safety and will be available by appointment only.
- The fitness centre may be used when government directives allow and when it is safe to do so. It may then be used by appointment only and will be cleaned and sanitised after each and every guest.
- The Kids Club will remain closed for the time being and will reopen when government directives allow and when it is safe to do so. In the meantime, families will be advised on alternative activities.
- The Lord Nelson restaurant and the Chef's Table restaurant will remain closed until further notice.

- The Oasis Bistro will be closed until further notice; however, the Oasis Pool will be open and will offer a light meal and beverage menu. Breakfast will initially be served in Main Building.
- The Lounge will serve morning and afternoon tea as well as lunch and dinner.
- Planet bar will be open from 12h00 daily
- The Business Centre may be used by appointment only and will be cleaned and sanitised after each and every guest.

## 10. FOOD & DINING SAFETY – GENERAL

- Guests will be reminded when entering and leaving the lounge, dining area, breakfast room and bar to disinfect their hands with disinfectant gel, located at the entrance of each facility.
- Refer to “Wearing of Masks & Personal Protective Equipment (PPE)” explaining the use of face masks for guests and personnel in the bar and dining spaces.
- Wait staff will wear disposable gloves, face shields and cloth masks and will be trained in social distancing and sanitisation when delivering food and beverages.
- Refer to “Health screening & Contact Tracing – All Guests” explaining that all guests will be required to complete a Medical and Travel declaration as well as be subjected to a contact-less temperature check.
- Traditional buffets and self-service will not be provided and will be replaced by a-la-carte options. Menus will be simplified to reduce chef and supplier interactions.
- In room breakfast and dining will be offered should guests prefer to dine in private.
- Each table, chair or counter will be disinfected after use by each and every guest.
- All efforts will be made to increase ventilation in air-conditioned public, and dining spaces. Weather permitting, the hotel will promote the use of the outdoor lounge and bar verandas.
- Pre-wrapped & pre-packed offerings could also be expected whereby sustainable single-use packaging will be used where possible.
- Individually pre-packed biodegradable disposable napkins and sterilised pre-packed crockery and cutlery will be utilised.
- Cash handling will be minimised and discouraged. Prepayments, EFTs, credit and debit cards, and signing to accounts will be maximised. If a

guest or staff member handles cash, hand sanitising will happen immediately afterwards.

## 11. FOOD & DINING SAFETY - IN ROOM DINING

- Limited service and menus will be available via an electronic platform, or alternatively guests may call the In-Room dining service directly to discuss their meal preferences.
- Food will be specially packaged and covered by sanitised cloches.
- Cutlery and condiments will be sanitised and individually wrapped.
- All room service tools, trays and trolleys will be sanitised before and after use.
- Meals or menu items will be packaged and placed in front of the guest's room door, after the guest has been alerted to the delivery by knocking or ringing. No associate will enter the rooms for setup or to serve the guest.
- The guest will be requested to leave the used tray or trolley outside the room after the meal.
- Room corridors will be monitored by means of CCTV cameras to ensure trays and trolleys are promptly and safely removed.
- We will offer contactless payment solutions or invoices charged to guests' room account.
- Room service deliveries will be carried out by staff who are wearing disposable gloves and masks and are trained in social distancing and sanitisation when delivering food and beverage.

## 12. FOOD & DINING SAFETY - CONFERENCES & FUNCTIONS

- Holding of conferences and functions will be subject to the current government regulations.
- At each and every event, conferences and meetings will be operated on a similar basis to other public areas and restaurants, with revised floor plans and reduced capacities at 50%, or ensuring 1.5-metre distance between delegates. Cocktail functions will not be permitted until further notice.
- Refer to "Wearing of Masks & Personal Protective Equipment (PPE)" explaining the use of face masks for guests and personnel.
- Wait staff will wear disposable gloves, face shields and cloth masks and will be trained in social distancing and sanitisation when delivering food and beverages services.

- Refer to “Health screening & Contact Tracing – All Guests” explaining that all guests will be required to complete a Medical and Travel declaration as well as be subjected to a contact-less temperature check.
- Staff will be circulating with sanitiser for delegates to use and all delegates will have to sanitise their hands at all times as they enter a venue.
- Arrival areas, and tea breaks/foyer areas will be demarcated with grids, bollards, tapes, etc. for spacing and queue management. Food service will follow the current food service protocols.
- Any pens and papers provided will be on request, and delegates will be requested to keep these pens and papers.
- All operational equipment (chairs and tables) will be positioned with 1.5m spacing and will be disinfected before and after use.
- Outdoor venues will be utilised where possible, weather permitting.
- All venues are signposted with maximum guest capacities per area.
- All venues are signposted with posters that promote handwashing, social distancing, sneeze and cough etiquette, and hygiene protocols.
- Complimentary conference health kit will be offered on arrival (includes individually wrapped conference treat, individual sealed water bottles and sanitising swabs).
- Food and beverage offerings will be altered to ensure optimal hygiene and will be pre-packaged and prepared under strict hygiene conditions.
- Buffet options will be discontinued, individual snack items, bowl foods and plated menu offerings will be available.
- Sneeze guards will be used for food and beverage service.
- Tea / coffee breaks will be scheduled according to timings for minimal interaction.
- All staff will wear cloth masks and gloves.
- A health and safety briefing will be conducted for all delegates at the start of the conference / event.
- WhatsApp Hotline for Client to communicate with Manager during event / conference to reduce face to face contact and minimise interaction.
- Operational standards according to government regulations will be strictly enforced and attendee records will be maintained.
- State-of-the-art video facilities will be available to host large groups in separate conference areas.
- Regular routine cleaning will be done in all of the areas by the specialised teams at least twice a day.

### 13. FOOD & DINING SAFETY - BACK-OF-HOUSE

- Food workers are HACCP trained and follow strict hygiene practices working in and around the kitchens.
- Hand washing and wearing appropriate PPE such as disposable masks, hair nets and all other safety gear will be standard. A kitchen alarm will ring every 20 minutes for the kitchen team to wash their hands.
- All produce arriving at the hotel will undergo a sanitisation stage before entering the kitchen, all raw foods will be handled with care and strict hygiene protocols.
- Scheduled sanitising of all shared services in the kitchen will be performed every 30 minutes.
- Food workers will be working in small rotational teams in order to honor physical distancing.
- Ventilation will be maximised either with open windows or efficient air-conditioning.
- Counter tops will be sanitised after each kitchen task has been completed and walls will be sanitised before and after each shift.
- Kitchen workstations are placed in such a way that staff will not face each other and are able to maintain appropriate social distance.
- All kitchen tools will be sanitised before and after use.
- The proper functioning of the dishwashing equipment will be checked on a regular basis, in particular the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals administered.
- All cutlery, crockery and glassware will be placed in the dishwasher and washed at the highest temperature.
- A sanitisation basin will be installed at the deliveries entrance.
- All receivables goods will be quarantined and date tagged before taken to stores.
- Medically approved sanitising agents will be used for the cleaning of vegetables, meats and all other materials that are required in the kitchens.
- The back of house and deliveries area of the hotel will be sanitised at regular intervals

#### 14. DEDICATED COVID-19 HEALTH & SAFETY OFFICER AND SAFETY MANAGEMENT TEAM

- The hotel will appoint a designated COVID-19 Health and Safety Officer (COVID-19 Officer). This person will be responsible for monitoring the implementation of the protocols and the effectiveness of the measures undertaken, as well as monitoring compliance with the Department of Labour COVID-19 Occupational Health and Safety Measures in Workplaces.
- The COVID-19 Officer will ensure that he/she keep in touch with their primary representative association and the TBCSA, as well as WHO, National DoH and NICD, as well as with their provincial department of health with respect to recommendations and guidelines for travel, tourism and hospitality operations during the COVID-19 pandemic.
- A safety management team will be established on property prior to reopening to ensure employees continue to receive regular training on current protocols.
- All our employees will be well-trained to identify the related symptoms of Covid-19 and will be instructed not to come to work should they be feeling unwell or have had contact with anyone who is suspected or confirmed as having Covid-19.
- All staff will be aware of basic procedures, and a senior staff member on duty will be tasked with managing the response to a guest or staff member with a high temperature, COVID-19 symptoms, or a positive test result.
- In any such scenario, the hotel's Safety Management team will co-operate with local authorities which could involve sharing the guests contact tracing information. In a scenario whereby either a guest or member of staff tests positive for Covid-19, protocols allow for all guests and staff who were present during the same period to be notified and the entire hotel will again be thoroughly cleaned and sanitised.
- Health Marshalls from each department will be selected and trained extensively to ensure that their respective teams adhere to health, safety and hygiene protocols at all times; as well as providing the necessary support in these uncertain times.

## 15. KEEPING UP TO DATE, COMPLIANT & QUALITY CONTROL

- All protocols and procedures will be subject to updates in line with the latest guidance from relevant health and industry authorities.
- We will work with third-party specialists to ensure that our enhanced standards are up-to-date and regularly reviewed.
- Amongst these partners, the hotel will be working closely with Ecolab, the global leader in water, hygiene and energy technologies and services. Ecolab has recently extended its agreement with SGS, the world's leading inspection, verification, testing and certification company, to develop and validate our comprehensive health and safety protocols, and to ensure that they adhere to all new requirements. SGS will also audit our property to ensure our standards of excellence are verified and maintained
- All of our associates will receive continuous and comprehensive training on hygiene and cleanliness standards and will undergo further POSI (prevention of spread of infectious disease) training prior to reopening, as well as advanced training specific to their functional area.