**LAND AND LAKE SAFARIS – Covid Standard Operating Procedures [SoP]**

**General “At Base / Café ” Standards**

1. The business shall formulate and publish a COVID-19 Response Protocol based on the WHO Guidelines which addresses all operational aspects of the business and treatment of an incident or outbreak at the establishment.
2. All personnel shall undergo a symptomatic evaluation before and after every shift. Where personnel are found to display – or are suspected of having any symptoms associated with COVID-19, they shall be isolated and assisted in reporting to the nearest healthcare facility for treatment and evaluation.
3. Public transport is not recommended and as such assistance is offered for members that do not have their own means of transport – [Bicycles, limited fuel allowance]
4. Vulnerable persons (60+, those with pre existing respiratory, cardiovascular, medical conditions) are encourage to work from home whenever possible and or limit their time in public places.
5. Only essential workers are to be on duty as required.
6. Only a single consultant to be in the office per day.
7. Where a passenger / client displays – or is suspected of having any symptom associated with COVID- 19, steps shall be taken to isolate the passenger and to notify the appropriate authority.
8. Appropriate signage and messaging to raise awareness of measures taken to ensure their safety by the business shall be visible.
9. Appropriate disinfection / washing stations to be strategically placed in public areas to encourage continual use.
10. All personnel shall be provided with appropriate PPE which shall include:
11. washable linen/cloth-based facemask or a face guard in high risk areas
12. Hand sanitiser or Recommended Cleaning Solution [RCS] hand-washing facilities at their workstation or work areas.
13. Personnel shall be provided with appropriate training and awareness on the use of PPE and measures that have been taken to ensure their safety and that of customers.
14. All PPE shall be hot washed daily.
15. Small hand-towels or cloths shall be provided in public facilities for single use, and hot washed daily.
16. All contact surfaces including doors, tables, handles and others shall be sanitised on a continual basis throughout the day.

**Vehicles - Safari / Group Vehicles**

1. All passengers shall complete a COVID-19 Statement before boarding the vehicle. This shall:
a. Specifically inform passengers of the existence and of any symptoms associated with the virus;
b. Inform them of personal protective measures needed
2. Inform them of our Staff responsibility to ensure strict hygiene standards are being adhered to.
3. All vehicles shall undergo a sanitisation process prior to every use. This shall include:
The sanitisation of all interior hard surfaces that may have been touched by passengers including seatbelts; grip handles; window and door handles; glass surfaces; seatbacks and overhead safety handles; Microphones; Exterior door-handles; Interior windows and glass surfaces; Adequate airing of the vehicle prior to issuing
4. All passengers and staff shall have a recorded daily temperature check prior to the day’s journey.
5. Seat spacing procedure shall be employed for non family groups
6. In coaches / safari cars, only two passengers may be seated in any row – each with a window seat.
7. Game viewing vehicles shall not accommodate more than two passengers per bench seat.
8. Vehicles shall be cleaned daily and seats / all on-board surfaces touch-points and items used by passengers shall be sanitised after every disembarkation with the RCS
9. On-board fridges shall be cleaned regularly to avoid the transmission of the virus
10. Clients to provide their own reusable water bottles which are refilled filled daily
11. All clients when re-entering the vehicle shall sanitize their hands in the provided RCS
12. Door handles shall be sanitized after each entry with RCS
13. Standard for Personnel
a/ Personnel shall interact with passengers only while wearing their PPE.

b/ Personnel shall avoid and discourage handshakes.

c/ Personnel shall maintain a minimum of 2 metre distance between themselves and
passengers wherever possible.
d/ Passengers shall be provided with 2 X cloth facemasks that they are responsible to wash daily

e/ Passengers are to supply and use their own hand sanitiser on board and between every passenger interaction.

* **Hire Vehicles**
1. All vehicles and supplied equipment to be comprehensively sanitized prior to handover with particular attention to
2. Air-handling systems, air-conditioner and other air circulation systems shall be sanitised and maintained at between every booking.
3. All vehicles shall be stocked with newly made 2 X cloth face masks per passenger
4. All vehicles are supplied with a 750ml ltr of RCS. per hire
5. All vehicles shall undergo a sanitisation process prior to every use. This shall include:
The sanitisation of all interior hard surfaces that may have been touched by passengers including seatbelts; grip handles; window and door handles; glass surfaces; seatbacks and overhead safety handles; Microphones; Exterior door-handles; Interior windows and glass surfaces; Adequate airing of the vehicle prior to issuing.
6. When vehicles are off hired, a thorough deep clean and sanitization of vehicle inclusive equipment is undertaken prior to any mechanical checks / work being done.
7. When not in use, vehicles to be stored locked and in direct sunlight where possible.
* **Lodges**
1. Advance check in notice to include request for deep sanitation.
2. Lodges to advise Land and Lake of their own personal Covid policy and on arrival, lodge management to meet and inform the guests of such.
3. Ensure check in process is configured to ensure social distancing measures.
4. Lodges to have printed information visible in the rooms for clients information and guidance.
5. Lodges to restrict / separate day visitors / non residents from overnight guests.
6. Buffets are not recommended – plated a la carte preferred.
* **DZALANYAMA –**
* The lodge to ensure a deep clean with all hard surfaces that may have been touched by clients including bathroom, lounge and kitchen fixtures and fittings, books, counter tops, door & cupboard handles, mirrors, clothes hangers, pre and post client occupation.
* A 24 hr between occupancy period to be implemented.
* RCS cleansing stations to be made available at the rear and front entrance and each person entering shall sanitize their hands each time.
* Non related groups are not allowed to book / use the main house at the same time.
* Chalet guests, if the main lodge is being used by unrelated guests, shall limit their entrance to the house at mealtimes only.
* Campsite residents not allowed to use the lodge or the facilities.

**COVID 19 SAFETY STATEMENT / AFFIDAVIT**

To ensure your and your fellow passenger’s enjoyment, well being and safety and in line with Company Policy, we would like to bring to your attention our approach and procedures to minimise your and our staff’s exposure and risk to contracting COVID 19.

We have a policy in place that has educated all our staff to ensure best practises have been implemented these past months and we require all staff to undergo a symptomatic evaluation before and after every shift. Random temperature checks are also done. Where personnel are found to display – or are suspected of having any symptoms associated with COVID-19, they are isolated and assisted. Vulnerable persons (60+, those with pre existing respiratory, cardiovascular, medical conditions) are encourage to work from home or limit their time in public places / services.

The lodges we use have a Covid policy in place and each, on arrival shall brief you on what they have set in place to avoid infection. Please adhere to their recommendations for your continued safety and enjoyment.

Covid 19 is a respiratory virus that has no vaccine and whilst patient reaction is different, if left untreated it could lead to your death. Use of respirators and other medical equipment may be needed and air evacuation may not be available for infected patients. Should you be found to be infected, you shall be removed from the group and placed in the nearest relevant medical facility. The remainder of the group shall continue with the programme however shall be closely monitored and symptomatically managed. Malawi and Zambia’s health systems are extremely fragile so all measures need to be taken to avoid infection in the first instance.

To this end the following safety procedures are being implemented whilst you are on tour –

* Group tours are only offered when advised by the Government and relevant health authorities stating the possible infection risk is negligible.
* Private family / individual, self drive tours may be undertaken earlier if preventative measures are practised throughout the tour.
* All vehicles undergo a sanitisation process daily. This includes:
The sanitisation of all interior hard surfaces including seatbelts; grip handles; window and door handles; glass surfaces; seatbacks and overhead safety handles; Microphones; Exterior door-handles; Interior windows and glass surfaces; Adequate airing of the vehicle prior to use.
* 2 X face cloth masks per person are supplied and you are requested to wash your own masks daily in hot water and our supplied Recommended Cleaning Solution – [RCS] – *(this is 75ml bleach to 4 lts water and a dash of liquid soap, used within 24hrs.)*
* Seat spacing procedure shall be employed for non family groups - In coaches / safari cars, only two passengers may be seated in any row – each with a window seat.
* Game viewing vehicles shall not accommodate more than two passengers per bench seat.
* Clients to provide their own reusable water bottles which are refilled filled daily prior to departure
* All clients when re-entering the vehicle shall sanitize their hands with the provided RCS
* Staff shall interact with passengers only while wearing their PPE.
* Personnel and clients shall avoid handshakes and touching others.
* You shall maintain a minimum of 1 metre distance between yourselves and others wherever possible.
* You are to use your own hand sanitiser on board and between every passenger interaction.
* No sharing of drinks, binoculars or camera equipment

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have read, understand and shall follow the safety procedures detailed above to ensure my and everyone safety

during the tour dated ………………………………………….. Code ………………………………………………..