



## **COVID-19 Policy and Health Plan**

**August 2020**

# Contents

<b>COVID-19 Policy &amp; Protocols Pledge</b>	4
<b>Purpose</b>	5
<b>Application &amp; Lockdown Regulations</b>	5
<b>References</b>	5
<b>Definitions</b>	6
<b>COVID – 19 Compliance Officer and Risk Committee</b>	7
<b>Suspected COVID-19 Cases</b>	8
<b>Access Control</b>	8
<b>Hygiene Requirements</b>	9
Surface Cleaning & Disinfection	9
Hand Hygiene	10
Hotel	10
In House Laundry	11
Kitchen	12
Goods Receiving/Loading Bay	12
Cash	12
Removal of Non-essential accessories and surfaces	12
Closure of Unused Areas	12
Decontamination in the event of a COVID-19 case	13
General	13
<b>Physical Distancing</b>	13
All Public areas	13
Hotel	13
Restaurant & Bar	14
Shop	14
Pool	14
Security	14
Back of House	14
<b>Physical Barriers</b>	14
<b>Personal Protective Equipment (PPE)</b>	15
Guests	15
Employees & Outsourced Workers	15
<b>Awareness</b>	15
<b>Training</b>	16
<b>Employee COVID-19 Protocols</b>	16
<b>Revised Operational Protocols</b>	18
Food & Beverage	18
Hotel Rooms/Chalets	19

Conference and Functions	19
Wellness Centre	19
Shop	19
Kids Play area & Games Room	19
<b>Appendix A – COVID-19 Entry to Premises Terms &amp; Conditions</b>	20
<b>Appendix B – List of Standard Operating Procedures</b>	22
Food & Beverage	22
Hotel	22
Housekeeping	22
Kitchen	22
Maintenance	22
Estate	23
Health & Hygiene	23

## COVID-19 Policy and Protocols Pledge

It is the policy of **Champagne Castle Hotel** to establish and maintain a safe working environment in compliance with the Occupational Health and Safety Act, (85 of 1993) as Amendment Act No. 181 of 1993, Disaster Management Act: Regulations relating to COVID-19 Government Notice 318 of 2020 Published in Government Gazette no. 43107 on 18 March 2020 using hazard identification and risk management strategies, so as to prevent the spreading, contamination and contracting of the SARS-CoV-2 virus in the workplace and to safeguard the environment.

The SARS-CoV-2 policy is thus directed towards achieving the following objectives:

- Taking full account of SARS-CoV-2, health, safety and environmental considerations in all planning, decision making and execution of processes.
- Support, research and development on SARS-CoV-2 issues, encourage worker participation in the management and performance of business and our approach in solving SARS-CoV-2 challenges facing our organization.
- Ensure the safe use, handling, storage, disposal and transportation of equipment, substances and waste generated through activities for the spreading of SARS-CoV-2.
- Provide the necessary information, instruction, training and supervision in order to enable all employees to identify SARS-CoV-2 hazards and contribute positively towards occupational health, safety and environmental risk management.
- Ensure that appropriate SARS-CoV-2 safety and health instructions, advice and guidance are given to contractors and visitors to the premises.
- We should all strive to maintain a SARS-CoV-2 free workplace. Every employee is responsible for carrying out his work in a safe and healthy manner for himself and for his fellow workers.

The SARS-CoV-2 Policy shall be brought to the attention of all employees, contractors, and visitors and be made available to any other interested party.

## **PURPOSE**

As a responsible employer, our duty is to provide a safe and healthy working and operating environment for our employees, outsourced workers, and guests at our property. As a result, Champagne Castle Hotel has developed extensive Health and Safety Protocols for the hotel that make provision for the collection and protection of personal information, measures to ensure physical distancing, sanitisation and hygiene practices for our employees, provisions for personal protective equipment (PPE) where required, contingencies for the protection of vulnerable individuals, and measures to deal with a potential COVID-19 incident on-site, including contact tracing. We have documented and recorded these Protocols in a consolidated Policy and Plan, and have informed our employees of these measures in preparation for their return to work. Our Protocols align with Department of Employment and Labour (DEL), and National Department of Tourism (NDT) Directives and guidelines. We are also committed to complying with all industry and sector-related Protocols. The hotel will monitor these institutions for policy changes, revised guidelines, and Government Directives and will continue to update our policy and plan as necessary.

## **APPLICATION AND LOCKDOWN REGULATIONS**

The policy applies to our employees, guests and outsourced workers, as defined in this document. Furthermore, the nature and extent of regulations in respect of the obligations of Champagne Castle Hotel to comply with COVID-19 regulations will be a direct result of the regulations issued under the Disaster Management Act and other relevant statutes, from time to time. This policy remains in force as long as the declaration of a National Disaster, published in Government Gazette number 43096 of 15 March 2020, remains in force.

## **REFERENCES**

Our preventative measures and protocols are guided by the following legislation, regulations and guidance documents. This list is not exhaustive and will be updated as new information becomes available. •

- Disaster Management Act, 2002: Classification of a National Disaster
- Disaster Management Act 2002: Declaration of a National Disaster
- Disaster Management Regulations: Determination of Alert Levels and Hotspots as at May 2020
- Occupational Health and Safety Act (OHSA), 85 of 1993, as amended
- Basic Conditions of Employment Act (BCEA), 75 of 1997
- Protection of Personal Information Act, 4 of 2013
- Department of Employment and Labour Workplace Preparedness: COVID-19 (SARS-CoV-19 Virus) guidelines, issued on 22 March 2020
- Consolidated COVID-19 Direction on Health and Safety in the Workplace, Directive issued on 4 June 2020

- COIDA Notice: Claims for COVID19 infections at the workplace as at 23 March 2020
- Public Transport Directions as of 4 May 2020
- DTIC: Recommended Guidelines for Fabric Masks
- World Health Organisation: Getting your Workplace Ready for COVID19 (19 March 2020)
- Department of Health: COVID19 Environmental Health Guidelines (16 March 2020)
- Department of Health: Rational Use of PPE Guidelines (26 April 2020)
- Guidance on vulnerable employees and workplace accommodation relating to COVID-19 (Version 4: 25 May 2020).
- Guidance note for workplaces in the event of identification of a COVID-19 positive employee (Version 5: 14 May 2020)
- Clinical management of suspected or confirmed COVID-19 disease (Version 4: 18 May 2020)
- Guidelines for symptom monitoring and management of essential workers for COVID-19 related infection
- Guidelines for quarantine and isolation relating to COVID-19 exposure and infection

## DEFINITIONS

The following definitions are provided for consistency and clarity of the terminology used in this document.

Directive	The consolidated Directive issued by the Minister of Employment and Labour in terms of Regulation 4(1) of the Regulations R480 of 29 April 2020 issued by the Minister of Co-Operative Governance and Traditional Affairs in terms of Section 27(2) of the Disaster Management Act.
COVID-19	Coronavirus disease 2019 (COVID-19) is a disease caused by the SARS-Cov-2 virus. The primary symptoms include: <ul style="list-style-type: none"> <li>• A fever, which is a temperature above 37.3 degrees</li> <li>• Coughing</li> <li>• Difficulty breathing/shortness of breath</li> <li>• Sore throat</li> <li>• Chills</li> <li>• Body aches, including headaches</li> <li>• Loss of taste/smell</li> <li>• Nausea, diarrhoea, and vomiting, or all</li> <li>• Individuals who contract COVID-19 may take anywhere from one to 14 days to develop symptoms</li> </ul>
Virus	This refers to COVID-19
Employee	Anyone with the direct employ of Champagne Castle Hotel
Guest	Includes all Hotel Visitors
Outsourced Workers	Includes all workers employed by Contractors and Service providers who perform work for Champagne castle hotel, and are not directly employed by Champagne Castle Hotel
Physical Distancing	Physical distancing (also referred to as Social Distancing) is a measure taken to prevent the spread of a contagious disease by maintaining a physical distance between people and reducing the number of times

	people come into close contact with each other. The current requirement is for people to maintain a distance of at least 1.5 meters from each other.
Vulnerable Individuals	<p>Are people that have a higher risk of developing severe illness due to COVID-19, and include:</p> <ul style="list-style-type: none"> <li>• People 60 years and older</li> <li>• People of all ages with underlying medical conditions, particularly when not well controlled, including: <ul style="list-style-type: none"> <li>o Chronic lung disease or moderate to severe asthma</li> <li>o Serious heart conditions</li> <li>o Hypertension (high blood pressure)</li> <li>o Severe obesity (body mass index [BMI] of 40 or higher)</li> <li>o Diabetes</li> <li>o Chronic kidney disease</li> <li>o Liver disease</li> <li>o Immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, prolonged use of corticosteroids and other immune-weakening medications</li> </ul> </li> </ul>

## COVID-19 COMPLIANCE OFFICERS AND RISK COMMITTEE

Our Hotel has appointed a COVID-19 Compliance Officer (COVID-19 Officer) and instituted a COVID-19 Risk Committee that comprises of our Health and safety Representatives. This cross- functional team will report to the COVID-19 Officer and General Manager on the implementation of COVID-19 Protocols and any issues related thereto. The COVID-19 Officer and Risk Committee are responsible for:

- Implementing this policy
- Engaging with our professional Health & Safety specialists and the General Manager on all matters pertaining to COVID-19
- Conducting risk assessments and identifying the relevant control measures required to effectively eliminate or control identified hazards, as required by the Directive
- Developing, implementing and communicating return-to-work plans to employees
- Submitting the necessary documents as prescribed by the regulations to the Department of Health and Department of Employment and Labour as required
- Monitoring our people’s adherence to the control measures, standards, and health and safety Protocols as outlined in the return-to-work plans
- Managing and reporting COVID-19 incidents and material risks

## **SUSPECTED COVID-19 CASES**

Our Hotel has developed a specific incident management Protocol, which outlines the steps to be taken when there is a suspected COVID-19 case on site. Where a person is suspected of having symptoms or risk of exposure to COVID-19, the incident management Protocols will be initiated. Our protocols include having 2 quarantine rooms available to isolate the individual for further monitoring, notifying the relevant authorities, assisting them to be transported to a testing facility for further assistance, and arranging for the areas they were in contact with to be decontaminated thereafter.

The Hotel will investigate how a COVID-19 case presented on-site, and whether any controls need to be introduced, strengthened, or changed. While our priority is to protect the health and safety of our employees and guests, we need to run a sustainable business. Therefore, the decision to – or not to – close part of the business, deep clean and arrange for individuals to be sent home, or all, will be based on the facts available at the time.

Where an employee tests positive for COVID-19, all employees on that member's shift will be required to self-quarantine for 10 days. Alternative accommodation may be provided to employees who are not able to self-quarantine at their place of residence. If testing becomes widely and easily available, all impacted employees will be tested. COVID-19-free employees or employees who have quarantined for 10 days can return to work.

## **ACCESS CONTROL**

Entry to our hotel will be limited to ensure that access is controlled. The following requirements must be fulfilled by employees, guests and outsourced workers to be allowed entry:

- Every individual must wear a cloth or disposable mask at all times throughout the property.
- Individuals must also accept our COVID-19 Entry to Premises Terms and Conditions.
- Before entering, individuals will be required to undergo a non-invasive temperature check and complete a medical screening questionnaire to assess their risk. Recorded details will be retained for contact tracing purposes, should it be required.
- Anyone displaying a temperature over 37.5°C, or presents with flu-like symptoms, or has indicated a high risk of exposure to the virus, will not be given access to the hotel, unless under extreme circumstances whereby a guest cannot return to where they came from; they will be quarantined for further observation.
- For long stay guests they will be required to complete the daily health trip register and will be required to complete this for every trip they partake and hand it in on departure to assist with track & trace. Temperatures of all guests returning to the hotel will also be taken after every trip out of the hotel.

# HYGIENE REQUIREMENTS

Hand hygiene and cleaning remain our key defence against COVID-19; therefore, strict hygiene Protocols have been implemented in our hotel.

## SURFACE CLEANING AND DISINFECTION

Our hotel has been through a deep cleaning regime throughout the lockdown period to ensure we are ready for reopening. Our hotel works closely with our suppliers to ensure we use cleaning products and Protocols that meet the highest standards, are approved for use and are effective against viruses and bacteria. We are working closely with our suppliers and service providers to ensure an uninterrupted supply of these cleaning supplies and the necessary personal protective equipment (PPE). Areas that are used continuously, such as counters or desks, will be disinfected as often as practically possible. These surfaces will also be thoroughly cleaned daily. All other surface areas will be cleaned and disinfected as per a defined cleaning schedule, which takes into account how frequently the surface is used, what it is used for, and the surface type. Cleaning and disinfection records are kept to monitor compliance. In addition, the following frequently touched objects and surfaces throughout our hotel and in/on vehicles, will be disinfected between uses where practical, or at scheduled intervals as defined by a cleaning schedule:

- Water Jugs
- Door handles in rooms/vehicles/cupboards
- Room Keys
- Pens used by more than one person
- Credit card machines, especially the keypad buttons
- Taps and mixers
- Soap and sanitiser dispensers
- Toilet roll holders
- Toilet flush buttons/levers
- Toilet seats and surrounding cubicle walls
- Plug switches
- Salt & Pepper shakers, and other static tableware
- Mobile devices
- Computers
- Printers and communal equipment
- Ice machines
- Waitron stations
- Vending machines
- Patio railings and bannisters/balustrades
- Dining surfaces and seating areas
- All counters and desks
- Light Switches
- Kitchen surfaces
- Fridge handles and doors
- Kitchen equipment
- Vehicle keys
- Steering wheels and gear levers
- Armrests and the backs of seats/chairs
- Seatbelt buckles
- Window levers/buttons
- Air- conditioning controls and vents
- Window Sills
- Clock In machine

## **HAND HYGIENE**

All employees and outsourced workers are required to sanitise their hands upon arrival at our entrance and all guests will be required to sanitise at Reception in front of the check-in counters. Our security personnel will administer the sanitiser, or it can be self-administered from a dispenser. Only 70% alcohol-based hand sanitisers are used at our property. Surface sanitisers and wipes, or both, will be available to our employees to wipe down frequently touched objects such as pens, credit cards, phones, keyboards etc. when used. Every room will have a small bottle/dispenser of Hand Sanitiser for guests to use. Hand sanitiser dispensers – touchless, whenever possible – are also located throughout our property at high-traffic areas such as toilets, reception, restaurant and conference venues, and in back-of-house areas for guest and employee use. Hand soap and hand sanitiser is available in all bathrooms. Where practical, appropriate non-touch bins are also available for waste disposal. Where this is not practical, hand sanitiser dispensers are provided. Our employees are required to wash or sanitise their hands before, and immediately after, entering the work premises, after using the restrooms, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, drinking and going on break.

## **HOTEL**

Disinfectant mats that sanitise the underneath of shoes, will be available at high traffic entrances. If a guest needs assistance with luggage, our security personnel will follow physical distancing measures, and the handles and corners of the luggage will be wiped with a surface disinfectant. Security Personnel will also sanitise their hands immediately before and after touching luggage.

At our check-in/out counter, pens will be sanitised between each use. Physical barriers have been installed at the Reception counter and our Hotel receptionists will wear face shields for your safety.

When cleaning a room after a guest has departed, all surfaces, including phones, TV, remote controls, kettles, curtain pulls, curtain edges, trays, water jugs etc., will be disinfected. Glasses, cups and teaspoons will all be soaked and washed even if not used. Soiled linen and towels from room changes will be removed with care to minimise shaking / dust release before being placed in laundry bags to be transported to the laundry. All furniture, surfaces, movable items, wall surfaces close to high-traffic, seating and lying areas, bathrooms, and all floors, will be thoroughly cleaned and disinfected. Once all cleaning has been completed, the room will be fogged. Occupancy permitting, rooms will be left unoccupied for a day or more, to further assist in ensuring that rooms are decontaminated before the next check-in. Rooms will be sealed with a sticker stating that they have been sanitised. All housekeeping equipment, including mops, wet cloths, etc. will be disinfected by dipping/wiping them in a disinfectant solution after each room clean. Colour-coded cloths will be used for different items, including the bath/shower/sink, toilet, room surfaces, etc. and disinfected separately. At the end of each shift, cloths and mops will be soaked in a disinfectant solution overnight.

## IN-HOUSE LAUNDRY

Before entering the laundry, all laundry attendants must wash and sanitise their hands.

On opening the laundry in the morning, or before any equipment is used, a laundry attendant will sanitise and wipe down all surfaces, including inside and outside the washing machine doors, the door handles, the ironers (avoiding the belts), and tumble dryers.

Soiled linen received from Hotel rooms in Laundry bags will be opened one bag at a time and sorted into towelling and linen. Bags will only be opened as required to fill the machine. The soiled linen must immediately be placed in the washing machines and washed at the correct setting and temperature. Soiled-linen bins will be washed and sanitised while the linen is being washed. Bins used for soiled linen will not be used for clean linen.

While the washing process is taking place, the linen attendant will also wash the floor with a disinfectant.

When the wash cycle ends, the laundry attendant will remove their PPE and place gloves, disposable apron and shoe covers in a biohazard bag. Only once all potentially contaminated PPE is removed, and their hands sanitised, will the attendant open the machine to remove the clean linen and place it into a clean and sanitised laundry bin before it is transferred to the tumble dryer or ironer.

Where possible, linen changes will be staggered to ensure they are not all on the same day and to avoid a backlog at the laundry.

The washing machine area will be demarcated as a PPE ZONE and all other areas as NON-PPE ZONES. Under no circumstances will the linen attendant be allowed to enter a NON PPE zone with potentially contaminated PPE. The floor will also be marked with tape to identify where the PPE zone/dirty-linen zone and the clean linen/reduced PPE zones are.

Clean linen and towels will then be placed in the clean linen store. After all washing, ironing and folding are completed; the laundry room will be sanitised, working from the far section of the room to the exit door. A bucket of disinfectant and bleach will be placed at the entrance to sanitise mops and cloths at the end of the shift.

## **KITCHENS**

All kitchen equipment will be cleaned and sanitised frequently as per our food safety programme, including surfaces such as handles, knobs, dials, switches and static equipment. Utensils, pots, pans and receptacles will undergo more frequent hot washing.

Kitchen equipment, crockery and cutlery will be washed separately, both on deep, high-temperature wash cycles.

All food containers and the exterior of any packaged food item not completely used will be sanitised with wipes after each use (before returning to storage after opening and extracting).

## **GOODS RECEIVING/LOADING BAYS**

Employees receiving deliveries will have a cloth mask, plastic apron, and gum boots on before receiving any goods. Employees receiving deliveries will be required to sanitise their hands prior and after every delivery. A designated area has been set up for the offloading of goods so outside suppliers do not access any part of the hotel other than the delivery area. Goods can also be kept away from the hotel until they have been correctly sanitised. Only once they have been correctly sanitised will they be allowed into stores or refrigerators/freezers. No suppliers will be given access to the hotel if they do not have the correct PPE.

## **CASH**

Contactless payment options are available to prevent the handling of cash by our guests and employees at our hotel. These include prepayments, EFTs, credit and debit cards and signing to accounts. If a guest or employee handles cash, they must immediately sanitise their hands afterwards.

## **REMOVAL OF NON-ESSENTIAL ACCESSORIES AND SURFACES**

Where practical, we have removed non-essential surfaces to limit or reduce touching and the need for surface sanitising. Examples of these include Rugs, cushions, books and other decorative items.

## **CLOSURE OF UNUSED AREAS**

Areas not in use have been locked to discourage use and reduce the need for regular surface or deep cleaning. These areas include our meeting rooms, games room, jungle gym, swings and trampoline. Some Hotel Room blocks, the shop and wellness Centre will remain closed until we have sufficient occupancy to support their re-opening. The bar will also remain closed until the protocols allow for the re-opening.

## **DECONTAMINATION IN THE EVENT OF A COVID-19 CASE**

Should a potential COVID-19 case be identified, areas that the person came into contact with will be isolated. If the patient is a Hotel guest, their room will be removed from service. These areas will only be returned to service if the individual tests negative. In the event of a positive case, the room and isolated areas will be decontaminated by a licensed expert, before being returned to service.

## **GENERAL**

Biohazard bins will be available at our hotel for the safe disposal of single-use facemasks, gloves, or other potentially contaminated items.

Our facilities and equipment are maintained to ensure the safety and hygiene of our guests and employees. These maintenance Protocols include, but are not limited to:

- Swimming pools are monitored daily to ensure safe levels of chlorine
- Ventilation will be done through opening doors and windows no air-conditioning
- Water reticulation systems, fridges, dishwashers, and laundry equipment, are regularly serviced and are operating effectively.
- Laundries operate on hot cycles of 70°C or more with the usual detergents to ensure clean, disinfected items.
- Dishwashers operate at high temperatures of between 50 to 60°C, with the rinse cycle at 80°

## **PHYSICAL DISTANCING**

While standing in lines or moving around the property, our guests and employees will be encouraged to practice physical distancing of 1.5 metres (preferably 2 metres) from other groups of people not travelling with them. Exceptions to this rule are when a physical barrier is present, or where an employee is wearing a face shield. The following physical distancing and capacity limit requirements will be enforced at our hotel:

### **ALL PUBLIC AREAS**

The floor area in square meters will be determined to implement capacity limits, and ensure adequate space is available between people.

### **HOTELS**

Physical-distancing stickers will be implemented at the check-in desk. Receptionist will monitor physical distancing and Check-in one guest at a time.

## **RESTAURANTS AND BARS**

Managers will manage physical distancing at entries, waiting areas and queues.

Peak-period queuing procedures will be implemented when guests cannot be immediately seated

Tables have been spaced to ensure the appropriate distancing

Bar Stools will be reduced

Social distancing stickers have been set up at the entrance to the restaurant and along the buffet counter.

Room service trays will be left outside the room on the floor, after the guest has been alerted to the delivery by knocking. The employee delivering the food will stand at least 1.5 meters from the door until the guest has retrieved the food delivery. After finishing with their meal, guests will be requested to leave the tray with the used items outside the room.

## **SHOP**

Occupancy levels will be enforced to allow for appropriate distancing within our shop

## **POOL**

The number of loungers at the pool area will be reduced and spaced to ensure distancing.

## **SECURITY**

Standard Protocols will be followed unless a specific incident requires more invasive contact (i.e. taking a subject into custody for a criminal offence).

## **BACK-OF-HOUSE**

Where practical, employees will be scheduled to work staggered shifts in teams, which will be rotated to ensure physical distancing and capacity limits are adhered to.

Where possible, employees staggered shifts should commence in off-peak times to reduce the pressure on public transport and avoid overcrowding.

Where possible, all office, work, food and beverage spaces will be re-arranged to ensure physical distancing between employees.

Canteen will be re-arranged or controlled through supervision; queuing or staggered work breaks to ensure physical distancing.

## **PHYSICAL BARRIERS**

Where physical distancing is not achievable, we have installed physical barriers and have provided our employees with face shields. The purpose of these barriers or face shields is to protect employees, and the guests' faces and eyes from potential exposure to infectious droplets.

## **PERSONAL PROTECTIVE EQUIPMENT (PPE)**

### **GUESTS**

Guests and visitors will be required to wear masks except when in their Hotel rooms or seated in our Hotel dining or bar area for eating and drinking. Cloth, surgical/medical and N95 respirator masks are acceptable.

We expect that most guests and visitors will have a mask(s); however, our units have spare cloth masks for sale should guests not have their own. If a guest does not have masks for a multiple-day stay, multiple masks can be provided.

### **EMPLOYEES AND OUTSOURCED WORKERS**

While cloth masks are not considered PPE, we are grouping this requirement under this section. On the first day of returning to work, employees will be issued with two cloth facemasks, which they will be required to wear while at work and when commuting to and from work. We will provide training and instructions on how to effectively use, clean and disinfect their masks, which will be the employee's responsibility.

A fabric/cloth facemask (non-medical mask) for the public is only part of a broader solution to curb the spread of COVID-19. It must always be used in combination with other hygienic methods of prevention. Such masks are therefore not a replacement for other recommended precautionary measures. They should not provide a false sense of protection that may lead to a lapse in the application of proper preventative measures like personal hand and respiratory hygiene and physical (social) distancing. Based on their role and responsibilities, and in adherence to legislation and guidance, employees may be required to wear additional PPE. Other PPE requirements may include:

- Disposable or reusable gloves depending on the hazards associated with their job
- Disposable shoe coverings for employees working in laundry
- Disposable gloves and aprons for housekeeping when cleaning bathrooms. They will also, be required to sanitise their hands and shoes, and don a new disposable apron before entering the next room.
- Disposable plastic aprons for wash-up functions
- Laundry attendants will be required to wear disposable gloves, masks, disposable aprons and shoe coverings.
- Disposable gowns or aprons are required for waste disposal.
- Gum boots and disposable aprons will be required for employees receiving deliveries
- Face shields will be required for employees likely to work close to guests and where physical barriers are impractical to install.

### **AWARENESS**

Various awareness measures have been implemented at our hotel, to ensure that our employees and guests are made aware of how we are protecting them, and of the necessary personal hygiene measures, they must implement to protect themselves during this time.

At our hotel, signage will be available to inform our guests and employees on the following critical topics:

- Dangers of the virus and how it is transmitted
- Our access control requirements
- Correct handwashing sanitisation practices
- How cloth masks should be used
- How disposable masks should be handled
- Floor signage markings in all queuing areas

## **TRAINING**

Our employees will receive training before we reopen, and regular refresher training. At a minimum, the following topics will be covered:

- What is COVID-19, how it is spread, risk factors, symptoms, and protective behaviours required (e.g. personal hygiene, respiratory hygiene, physical distancing, PPE, etc.)
- What the Company is doing to protect our guests and employees, including information regarding incident management, employee wellness, separation of duties, entry and exit queues and procedures, canteen use, etc.
- How to use and care for cloth masks, and the hotel Protocols for issuing of masks
- Measures to be taken if they have symptoms
- Protective measures to be taken outside of the workplace
- Specific management training
- Specific training on PPE, including how to put it on, use/wear it, take it off correctly, clean, store or discard appropriately (where applicable)
- Employees with frequent guest exposure such as housekeeping and food and beverage, will receive additional on-the-job training regarding the risks associated with their functions.

## **EMPLOYEE COVID-19 PROTOCOLS**

Vulnerable employees (those who are older or have co-morbidity conditions) will be required to disclose this information to their COVID-19 Compliance Officer, or HR. Vulnerable employees will not be allowed to work, other than from home, until the employee has satisfied the Company that their physical conditions do not place them at higher risk or until special measures have been put in place, or both.

Where the employee's position and circumstances allow them to work from home, this will be done subject to the provisions of the unit's return-to-work plan. If there are no special measures that are appropriate at the workplace, and the employee is unable to perform their work remotely, the provisions of incapacity or other relevant labour practices will be applied. The Company reserves the right to engage the services of a medical practitioner to give a prognosis or advice on the best way to deal with vulnerable employees, or both.

Shifts will be slightly staggered to avoid queues at employee entrances and congestion in the canteen. Pre-shift employee meetings will be conducted in areas that allow for appropriate physical distancing between employees. Hand sanitiser is available at the clock-in location, and employees will be required to sanitise their hands after clocking in.

Employees who commute to and from work will be required to when using public transport, keep a regulatory cloth mask on at all times, minimise contact with others, avoid touching their face, and sanitise their hands at all entry and exit points. In addition to our access control requirements, employees will undergo a sanitising process including spraying or wiping hands, shoes, bags (including handbags, backpacks and laptop bags), and cell phones before or just after entry.

All office work functions, such as consultations, bookings, and enquiries, will be done by telephone or online with no walk-ins. Where possible, windows will be opened to improve ventilation.

As a general principle, all travel, whether local or international, shall be on a needs- and essential-basis only. Similarly, face-to-face engagements at the workplace should only take place if necessary. Furthermore, the Protocols of the regulations on air travel, hospitality and other related aspects of travel shall apply at all times. In any event, the first port of call should be to consider online platforms for engagement. Should they not be appropriate given the purpose and context of the engagement, then travel will be considered (both into and external to the workplace). Similarly, employees may not attend face-to-face conferences and training without the express written permission of a senior manager. Such engagements should be done online without the need for face-to-face meetings.

Face-to-face meetings should only be arranged where other distance-based engagements are not appropriate, given the purpose and context of the meeting. If a face-to-face meeting is to proceed, then the minimum number of individuals should attend, and the meeting room must be capable of accommodating all attendees at the required physical distancing.

COVID-19 holds serious consequences for the health and safety of individuals and the sustainability of our business. Accordingly, any breach of these standards and other accepted norms will be seen in a serious light and may result in disciplinary action. Each case will be dealt with on its own merits. All HR policies have been updated to reflect the changes required as a result of the COVID-19 operating environment.

Where outsourced workers are concerned, the outsourced company will be responsible for providing updated safety files, ensuring their employee records are kept up to date and that their employees follow all standard operating procedures as provided by Champagne Castle Hotel.

# REVISED OPERATIONAL PROTOCOLS

## FOOD AND BEVERAGE

In accordance with regulations guiding our industry, our Hotel Buffet offerings will change as follows:

- Cold continental Breakfast/Selection of Salads and Dessert items will be served in individual pre-portioned receptacles in a semi- buffet presentation.
- Items such as single-serve yoghurt and juices will be served in their original packaging.
- Hot items will be available but only served via the Chef.
- Service staff will provide hot beverages.

The above will significantly assist in reducing staffing levels in our kitchens, ensuring physical distancing, and will also result in reduced menu options to accommodate the reduced workforce.

Buffet Menus will be displayed on menu boards; wine lists will be disposable and increased hygiene practises pre- and post-service will apply after each guest interaction.

Table appointments will be minimal with only salt & pepper shakers/grinders, place mats and a candle. Items required as part of the service sequence and meal, such as condiments, sugars, sauces and meal accompaniments, will be brought to the table in single-use single-serve packaging where possible. Appropriate cutlery for the meal and course being served will be provided in a closed paper sleeve/bag including the napkin. Tables, table appointments and surrounds will be wiped and sanitised post service before welcoming and seating the next guests.

When serving guests, the necessary physical distancing and precautionary measures will be taken to safeguard our guests and our employees. Food and beverage items will be placed on tables instead of handing directly to guests.

Room service will adhere to hygiene practices and social distancing. Tray setups will be aligned to the meal type, with service staff adhering to delivery and collection service sequences.

Bars will be staffed to allow for appropriate physical distancing amongst employees, and the seating capacity will be reduced. Bartenders are responsible for mixing and garnishing beverages, providing straws – on request only – and will only touch the base of the glass. Where possible, decanting of beers, soft drinks, and ciders should be done by the guest, adhering to regulations. Bar snacks will no longer be available.

## **HOTEL ROOMS/CHALETS**

In order to minimise the risk to our guests and employees cleaning during stays will be minimised. During your stay our housekeeping staff will only empty bins, make up beds, and wash dishes in the morning for Chalets only. The turndown service will be terminated. For long-duration stays, towels will be replaced every third day and Linen changes will take place every fourth day unless otherwise requested by the guest. Hand sanitiser with 70% alcohol will be available for guest use during their stay. All non-essential guest amenities will be available upon request. All excess cushions, throws, extra blankets, and décor items will be removed to reduce surfaces. These will be available upon request. All in-room Hotel guides will be removed. The contents of housekeeping trolleys will be reduced to include a minimal quantity of guest supplies. Our checkout and check-in times may be amended to ensure that housekeeping has sufficient time to thoroughly deep clean rooms. Where possible, windows will be opened during room cleaning to ensure adequate ventilation.

## **CONFERENCES AND FUNCTIONS**

Our Conference Venue will remain closed and when opened the protocols under which we open will be published.

## **WELLNESS CENTRE**

Our Wellness Centre will remain closed and when opened the protocols under which we open will be published.

## **SHOP**

Our Shop will remain closed and when opened signage displaying maximum occupancies and distancing guidelines will be displayed.

## **KIDS PLAY AREAS AND GAMES ROOMS**

These areas will remain closed to reduce the number of touch surfaces that require extensive cleaning

## APPENDIX A – COVID-19 ENTRY TO PREMISES TERMS AND CONDITIONS

1. As per Government Legislation, all representatives of the Hospitality Accommodation Industry must comply with the new amendments to the Immigration Act 13 of 2002 especially Section 40(1) and Regulation 36 of the Act, which compels us to keep an accurate register of all visitors to our property.
2. Champagne Castle Hotel Proprietary Limited (CCH) is also required to comply with 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, as well as applicable Regulations issued under the Disaster Management Act, 57 of 2002 and in accordance with Section 8 (2) (d) of the Occupational Health and Safety Act, in relation to the management and mitigation of risks relating to the transmission of COVID-19.
3. The wellbeing of our guests and our team is our primary concern so it is imperative for us to take extraordinary measures to stay healthy and respond to new requirements and expectations to safeguard you against such risks related to COVID-19. **Despite this, CCH cannot guarantee that its premises and those present on its premises, are free of COVID-19. In this regard, you agree that you do not have any claim against CCH, its shareholders, directors, officers, employees or subcontractors if you contract COVID-19 whilst on these premises,**
4. The attached COVID-19 questionnaire must be truthfully completed by every person of 18 years and older and on behalf of every child below the age of 18 years, who enters these premises.
5. By entering these premises, you undertake to:
  - 5.1 Wear a mask at all times except while in your room/chalet or seated enjoying a meal or drink.
  - 5.2 Sanitize on request.
  - 5.3 Undergo a no-contact temperature check and complete and sign a medical screening questionnaire to assess your risk. Depending on your length of stay, periodic temperature checks may be done. Any person displaying a temperature over 37.5°C or presents with flu-like symptoms or has indicated a high risk of exposure to the virus will be denied entry and will be referred to a medical facility.
  - 5.4 Practice social distancing at all times. Please pay attention to the relevant signage.
6. **Please take note that CCH is required to disclose your personal information with public health authorities if any other person you may have been in contact with while on these premises or in a vehicle becomes ill with COVID-19. You agree that CCH may without further reference to you, collect, store and use your personal information for any purpose related to your stay as well as preventative measures taken in relation to COVID-19 and for any other purpose required by law, for as**

long as it is necessary to do so. You further agree that CCH may store your personal information on an electronic database hosted anywhere in the world.

Right of admission to these premises is reserved. Champagne Castle Hotel reserves its right to deny entry to these premises to those persons who Champagne Castle Hotel reasonably believes are high-risk individuals, who have symptoms of, or are suspected to have COVID-19.

Full names: .....Signature:.....

## **APPENDIX B – LIST OF STANDARD OPERATING PROCEDURES**

### **FOOD AND BEVERAGE**

- Pre-opening
- Closing
- Manager pre-opening inspection
- Manager closing inspection
- Manager in-service inspection
- Guest Arrival
- Order Taking
- Service
- Order Billing
- Breakfast Service
- Inventory receiving
- Cleaning

### **HOTEL**

- Guest Check-in/Check Out
- Group Check-in/Check Out
- Luggage Handling
- Cleaning

### **HOUSEKEEPING**

- Back-of-house
- Cleaning an In-House guest room
- Cleaning a departure guest room
- Cleaning an In-House Chalet
- Cleaning a departure Chalet
- In – House Laundry
- Public Area Cleaning
- End of shift Requirements

### **KITCHEN**

- Daily Kitchen Cleaning
- Night Cleaning

### **MAINTENANCE**

- Cleaning
- Entering a guest room
- Cleaning of Waste Area

## **ESTATE**

- Cleaning

## **HEALTH AND HYGIENE**

- Guest Screening on Arrival
- Employee Screening on Arrival
- Outsourced Workers Screening on Arrival
- Guest/Employee with COVID-19 Symptoms protocol
- Employee Hygiene SOP
- How to wear a Cloth Mask