

COVID 19 PROTOCOLS



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OVERVIEW

This document is based on the Western Cape Government protocols and cross referenced against the protocols of the Tourism Business Council of South Africa (TBCSA) and modified for the purposes of Adventureshop. This document provides guidance on the prevention of coronavirus spread in the workplace; the issues to address when dealing with COVID-19 infected employees; and a section on handling the safety of our clients across the Adventureshop Tourism hub.

Adventureshop has always been strict about hygiene protocols across the business and we feel sure these extra measures, that are over and above the standard operating procedures we already follow, will provide peace of mind for our staff, clients, and tourism partners.

The document contains the following:

1. Provides background on how the coronavirus is spread and the preventative measures we have taken to prevent the spread of the virus.
2. Provides advice on what to do if someone in the workplace becomes infected with the coronavirus.
3. Provides guidance on how we will manage the safety of our clients to better protect their health, across all aspects of our business, to prevent coronavirus infection.

A. PREVENTING CORONAVIRUS INFECTION IN THE WORKPLACE

A. 1. HOW THE CORONAVIRUS SPREADS

The coronavirus can be passed on from fluid droplets when coughing, sneezing, shouting and talking. When people cough and sneeze then fluid droplets get onto their hands and the objects or surfaces around them. The coronavirus is then spread by their hands touching the hands of others and touching objects such as equipment, money, door handles and counters. When someone touches their eyes, nose and/or mouth after they have touched other people's hands and objects with the coronavirus on it, then they can get infected. The coronavirus can survive on surfaces for several days.

A. 2. FIVE GOLDEN RULES TO PREVENT THE SPREAD OF CORONAVIRUS

1. Separate yourself physically from other people:

- Staff to work from home where possible
- Stay home if unwell

2. Physical distancing when around other people:

- Keep a distance of at least 1.5 meters (2 arm lengths) from others, when you have to work with them or serve them.
- Do NOT shake hands, or hug. Keep your distance.

3. Hand washing/sanitizing:

- Regular wash your hands with soap and water
- Or sanitize your hands with alcohol-based hand sanitiser
- Wash hands after touching people, surfaces and objects

4. Practising good hygiene measures:

- Cough or sneeze into your elbow or a tissue and then put the tissue in a bin and wash your hands immediately.
- Do not touch your face with unwashed hands.

5. Using cloth face masks:

- Use a cloth face mask to cover your nose and mouth
- Don't touch the mask after you put it on
- Leave the mask on except when you need to eat or drink. Only then take it off carefully by the strings and place it in a clean paper or plastic bag.

KEEP OUR WORKPLACE SAFE!

PRACTISE GOOD HYGIENE



Do not shake hands or hug. Keep your distance



Regular hand-washing with soap and water for 20 seconds or rub hands with **alcohol-based hand sanitiser**, Wash hands after touching people, surfaces and objects



Disinfect surfaces and equipment like doorknobs, desks and card machines regularly



Cover your cough or sneeze into your elbow or tissue then put the tissue in a bin and wash your hands immediately. **Avoid touching your face**



Increase ventilation where possible by opening doors and windows.

MASK WEARING

RIGHT WAY TO WEAR FABRIC MASKS



The mask must be well-fitted, covers both your mouth and nose and still lets you breathe

When wearing a mask, do not touch the mask or pull it off then pull it on again



When taking off the mask, use two fingers to lift it off your face, do not touch the fabric

Put your used masks in a sealed bag, wash them daily using soap for later use



Wash your hands regularly to prevent contact with viruses

SOCIAL DISTANCING



Keep your physical distance of 1.5 – 2m from other people if you need to work with them or service them.

LIMITED PHYSICAL INTERACTION



Staff to work from home where possible
 Use video conferencing instead of face to face meetings.

When video calls are not possible, hold meetings in a well-ventilated room and keep social distancing in mind

STAY HOME IF:

If you are feeling sick
 If you have a sick family member at home.





A. 3. PRACTICAL STEPS FOR PREPARATION OF THE WORKPLACE AND EMPLOYEES

A dedicated staff member has been appointed and has looked at all possible risk areas in the business. This person is responsible for communication and training of staff.

The risk areas covered include, but are not limited to likely points where people would interact with each other and points /places where contact between people and objects would occur. Practical measures are put in place in these areas.

3.1 Risk assessment of the work site

- Employee Entrances
- Customer Entrances
- Customer service areas
- Work Stations
- Shelving
- Pay points
- Bathrooms
- Goods receiving areas
- Waste storage areas

Key measures include:

- Re-arranging of work stations / tables to allow for social distancing
- Placing floor markings with tape or paint to delineate 1.5-meter intervals
- Placing hand sanitiser
- Placing signage
- Stagger lunch / tea breaks of employees to enable social distancing

3.2 Work procedure plan

- Any employees at risk for developing severe disease (e.g. diabetic, chest disease, heart disease, other chronic disease or on immunosuppressive treatment) either work from home or in a low risk area or are placed on special leave.
- All employees to follow basic safety guidelines of social distancing, mask wearing, and minimal contact.
- Staff are screened daily.
- Contact between employees and clients to be minimized where possible.



3.3 Training of employees

Our employees have been trained on the following:

- How coronavirus is spread
- Symptoms of Coronavirus
- What to do if they suspect they have Coronavirus and to advise the workplace if they have symptoms or have been exposed to someone who has it
- What measures must be taken to prevent spread
- How to put on, take off, store and clean their cloth face mask and any other PPE that may be in use
- Never to share PPE

Relevant signage and posters have been placed in multiple locations that covers:

- Prevention activities, from using masks, to cleaning of areas, what to do when sick, isolation, social distancing, stickers for lines, handwashing, and much more.

We encourage a culture of caring and a compassionate approach to reduce the risk of stigma in the workplace.

3.4 The following is available throughout our businesses:

- Alcohol based hand sanitiser at designated points, and with employees as required.
- Cloth face masks for every employee.
- Sufficient supply of hand sanitizer, soap, paper towels, waste paper bins and other cleaning materials
- Additional uniforms or work clothes for employees

COVID-19 hotline number on 021 928 4102.

On arrival at the work site, all employees will be screened by the company daily to identify other employees that may have developed any of the symptoms below. Anyone with any of these symptoms will not be allowed to commence work. They will be assisted in being transported to a coronavirus testing center.

A. 4. PREVENTING CORONAVIRUS INFECTION DURING WORKPLACE OPERATIONS

4.1 Screening employees every day

Employees are encouraged to stay away from work and attend a coronavirus testing center if they develop any of the following symptoms.

Symptoms suggestive of possible coronavirus infection are:

- Fever
- Cough
- Sore throat
- Shortness of breath



4.2 Staff travelling to work

- Employees travelling in public or designated employee vehicles such as a minibus taxi or bus, they should sit as far from other passengers as possible.
- As per regulations, the vehicle should not be filled to more than 70% (13-seater = 9 passengers) of its loading capacity, and all windows of the vehicle must be open to maximise ventilation.
- Employees must always wear cloth masks when travelling in public transport.
- Employees must rub their hands with alcohol-based sanitiser before getting in the vehicle and after leaving the vehicle.
- Employees have been encouraged to take a 'no touch' approach when getting into and out of vehicles by clasping their hands in front of them.

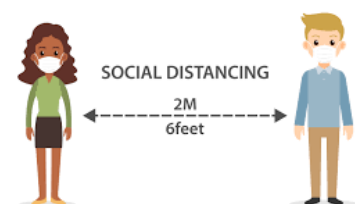


4.3 Workplace entrances for staff

- Staff are not to congregate at the staff entrance/exit or in any break areas.
- Doors to be kept open where possible to minimise multiple people touching the door handles.
- Staff and visitors entering the workplace must sanitise their hands on entering and again on exiting, especially if they touched the door handles.

4.4 Physical distancing in the workplace

- The number of people in the workplace (including employees and customers) will be limited to one person per 6 square meters). Our office can have 8 people in lower floor and 6 people in top floor.
- Once the number is reached, people can only be allowed to enter as others leave.
- Work spaces to be rearranged so that each employee can maintain a distance of 1,5 -2 meters from others (employees/customers).
- Where possible employees will not share work surfaces or use the same equipment. All to avoid touching of surfaces unnecessarily.
- Shared workstations and equipment must be cleaned between use.
- We will prevent employees from contact with many other employees by keeping them working in the same small team and not shifting between teams.
- Avoid handshakes, hugs and any physical contact with people. Greet people with a smile, or a nod, or a bow, or a wave.



4.5 Workplace entrances for customers

- We use a single entrance/exit as far as possible to facilitate access control, and door will remain open.
- Anyone entering the premises must wear a cloth mask.
- Anyone entering the premises (customers/visitors) must sanitise their hands at the entrance and again on exiting.
- A pedal dispenser or an employee will be placed at the entrance to spray the sanitiser onto the hands of people entering/exiting the premises rather than multiple people handling the sanitiser bottle.
- Manage number of people inside premises as per distancing measures - one person (including employees and customers) per 6 square meters. Thus 8 pax at a time in the office.

4.6 Queues or waiting areas for customers

- Minimise queuing by implementing online check in and payment where possible.
- Where queuing is necessary, clients to adhere to physical distancing by observing markers on the floor to delineate 1.5m intervals. Appropriate signage with instructions will be displayed.
- In seating areas, people to be seated away from other parties not already travelling together.
- Seats to be wiped with a 70% alcohol solution after it has been used.

4.7 Regular hand-washing and hygiene measures

- Facilities are available for all employees and clients/visitors to wash their hands regularly or to use alcohol-based hand sanitiser frequently.
- Employees to carry their own sanitiser dispenser
- Employees who have to touch people and/or take things from them, such as money or credit cards, will offer alcohol-based hand sanitiser to clean their hands before assisting them. The sanitiser will be sprayed on their hands.
- Employees will wash their hands after they have touched people and/or surfaces and objects.



4.8 Use of cloth face masks

- Cloth face masks are now required to be used by anyone going out in public
- Cloth masks must be used properly to be effective. See below.
- Each employee will be provided with cloth face masks.
- Despite wearing a mask, everyone must still make sure to follow the other measures to prevent spread keep a 1.5-meter distance from other people and wash your hands regularly



Take note of the following advice for wearing cloth face masks

- Wash your hands before putting on the mask
- Place the mask with the correct side facing your nose and mouth. Make sure both are covered well.
- Tie the strings behind your head or if the mask has elastic bands, make sure they are tight.
- Once you have put on the cloth face mask and you are comfortable with the fit of the mask, **DO NOT TOUCH YOUR FACE OR THE MASK** until you take off the mask
- Leave the mask on all the time except when you need to eat/drink
- Take off the mask by untying the strings or elastic bands and holding it by the strings only, place it into a container ready to be washed.
- Do not touch the actual mask itself when you are taking it off
- Do not store the mask around your neck when not in use.
- Wash your hands thoroughly after taking off the mask.
- Wash it in warm water and iron your cloth mask everyday
- If an employee needs to take off their mask during the work day (e.g. during tea/lunch break) and is then required to put it on again, care must be taken to only handle the masks by the strings of the mask. The mask must be stored in a clean paper or plastic bag (clearly labelled with the person's name) when not in use.

4.9 Use of face shields or visors

- There is currently no evidence to support the use of face shields in a work environment as they are bulky and impractical, and employees would probably frequently touch them and potentially contaminate their hands.
- However, they theoretically provide some protection and so if employees wish to use them, then they are allowed to do so, BUT they must use them properly.
- **Even when using a visor, it is recommended that staff should still use a mask** as well, to stop secretions coming from their own nose and mouth.
- The same precautions apply as for cloth face masks (See above)

4.10 Use of gloves

- Gloves are NOT recommended for regular use outside of the healthcare environment.
- If gloves are required as Personal Protective Equipment (PPE) under normal circumstances they should continue to be worn.
- All other employees must wash their hands frequently, or use an alcohol-based hand sanitiser

4.11 Customer service points

- Employees should sanitise their hands before and after assisting each customer.
- Customers should also sanitise their hands before and after the interaction with the employee.
- It is preferable for the employee to spray the sanitiser on the customer's hands rather than handing over the sanitiser bottle.
- Counters, credit card machines and any other objects that customers come into contact with are cleaned after each customer.
- Customers should where possible conduct the card payment themselves thereby minimizing contact between cashier and customer.
- For payment points, contactless systems are used where possible.
- Electronic payments will not require further signing of paper receipts.

4.12 Employee and customer bathroom facilities

- Employees/customers must please to wash their hands with soap and water, and or use the hand sanitiser.
- There are no cloth towels in the bathroom, but rather disposable paper towels that can be disposed of into sealed bins (operated by a foot step).
- Bins will be emptied frequently.
- Bins will be lined with a plastic bag to allow easy emptying.
- Cleaning staff emptying the bins to wear gloves and wash their hands afterwards
- Toilets are cleaned on a regular basis throughout the day and we use a record system to indicate the frequency that it is being done.



4.13 Work clothing

- If washed at home, employees to remove their work immediately when they get home and wash in warm water at home. Hands should be washed upon removal of the work clothes.
- Clothes must not be shaken out as this can release the virus.
- The upper part of shoes to be wiped with alcohol sanitiser.
- The underside of the shoes should not be touched. If the underside of the shoes needs to be cleaned then wear gloves and wash hands thoroughly after removing and discarding the gloves.
- Employees will have sufficient work clothes/uniforms to allow a daily change of work clothes.

4.14 Ventilation

- We maximise natural ventilation at the work site, by leaving a back door open with a security gate on, or opening windows.



4.15 Daily cleaning routines and waste management

- Frequently interacted with and touched surfaces and objects are cleaned and disinfected daily.
- Soap and water is used to clean areas where possible. Then disinfect with a dilute bleach solution (30ml of bleach per liter of water).
- If the area cannot be cleaned with soap and water, then it is wiped down carefully with a 70% alcohol solution.
- Common disinfectants that could be used include:
 - Bleach i.e. Sodium hypochlorite (0.1%)
 - Alcohols i.e. Ethanol (70%)
 - Quaternary ammonium compounds
 - Hydrogen peroxide (3%)
 - Peroxyacetic acid (0.5%)
 - Phenolic i.e. carbolic soap
 - Iodophors i.e. iodines (1%)
- Any equipment which is shared by employees is cleaned before each use.
- Waste from waste containers should be disposed of into plastic bags and sealed before discarding into the general waste for refuse collection.
- Employees handling waste must wear utility gloves when emptying the waste containers.
- Waste handlers and cleaners should wear closed shoes.
- Clean the waste storage area daily.



B. MANAGING EMPLOYEES INFECTED OR POSSIBLY INFECTED WITH CORONAVIRUS

Should an employee at our workplace become infected with the coronavirus then we have the following procedures in place:

1. Provide support to the employee and assist with isolation.

The employee is likely to be placed in quarantine and need to be isolated for 14 days. The employee would likely have been notified by a doctor or nurse that they are infected. We will assist the employee to follow the advice from the health department regarding isolation required to protect their family, friends, colleagues. We will provide suitable sick leave arrangements for the 14 days (or longer) that the employee will be away from work. We will provide supportive counselling if required.

We will prepare for possible temporary closure of the work site (based on what the Health Department may declare).

2. Provide support to other employees and prepare for counselling

We pledge to reassure staff that we are handling the situation following advice from the Health Department and will continue to screen employees to determine possible exposure to the virus and will advise on what further steps to take. Support and counselling will be provided if necessary.

3. Inform the Health Department that you have an employee with coronavirus infection 2019 (COVID-19)

Provincial COVID-19 hotline number on 021 928 4102.

4. Attempt to establish how that employee got infected

This will depend on their work position and who they come into contact with.

5. Identify who the employee might in turn have infected

We will further identify who the employee might in turn have infected; assist with contacting all these people and help with quarantining and take steps to prevent any further infections.

6. Assist with contacting all these people and help with quarantining

A designated human resources person will assist with contact tracing and management of contacts under the guidance of the health department.

7. Continue to screen employees to detect signs of possible coronavirus infection

8. Take steps to prevent any further infections

All areas where the employee worked or visited in the work site will be thoroughly cleaned with soap and water and wiped down with a diluted bleach solution (dilute 30ml of bleach per liter of water to give a 0.1% mixture). If the area cannot be cleaned with soap and water then it will be wiped down carefully with a bleach solution, or a 70% alcohol solution. The area to be cleaned will be specific to each case and includes the kitchen, staff room, toilet facilities, trolleys, baskets, door handles, work stations, computers and counters among others.

9. Possible temporary closure of the work site

This will be done under the guidance of the Health Department and will depend on the circumstances. *

10. Re-opening of the work site

Continuous training of staff will be undertaken and all measures continually assessed. The assessment and description of any steps taken will be compiled into a report and kept on record, as well as made available to the Health Department and the Department of Employment and Labour.

11. Cleaning of the contaminated area

The following materials should be used for cleaning and disinfecting:

- Green household soap should be used to clean all equipment and environmental surfaces that can tolerate it (e.g. walls, floors, blinds, surfaces) prior to disinfecting.
- Disinfectant (6 teaspoons i.e. 30ml of bleach per liter of water) should be used after cleaning to disinfect all equipment and surfaces.
- If the area/surface cannot be cleaned with soap and water, it will be wiped down with a 70% alcohol solution.

****Note that should a company refuse to close a workplace voluntarily upon advice to do so, then the inspectors from the Department of Employment and Labour are empowered to close the premises.***

Temporary closure of the work site can be prevented by:

- *Rapidly cleaning and disinfecting the surfaces and items that were contaminated.*
- *Completing the screening of other as yet unaffected workers timeously.*
- *Temporarily employing suitably skilled staff to replace those placed in isolation and quarantine.*
- *Preventing infection of employees with coronavirus by following the prudent steps outlined in the first section of this document.*
- *Training employees on how to prevent coronavirus infection.*



C. SPECIFIC SAFETY GUIDELINES FOR MANAGING ADVENTURESHOP CLIENT EXPERIENCE

This section of the document provides additional guidance to each part of the client experience, over and above all protocols documented in Section A and B, with regards to preventing coronavirus infection.

Adventureshop will take fewer clients per trip (refer C7) to effectively manage Covid protocols.

All clients to wear cloth masks and follow all signposted protocols regarding hand sanitising and social distancing.

C. 1. VEHICLE TRANSFERS AND WINE TOURS

Clients that have booked a transfer or any wine tour, can be assured of the following protocols:

- Buses will be cleaned with soap and water twice a day, especially every evening after operations have ceased.
- All surfaces of the bus are sanitised with dilute bleach solution (30ml bleach per liter water), before and after clients.
- Passengers, and driver/guide must wear cloth masks.
- Driver/guide only to open the door/s of the bus, and to leave door open while waiting for passengers, for improved ventilation.
- Driver/guide will offer passengers alcohol-based hand sanitiser to clean their hands before they enter the bus and to spray the hand sanitiser on their hands.
- Buses not to be filled more than 70% capacity (13-seater = 9 passengers). Passengers to sit as far from each other as possible.
- Windows to be semi open to allow fluid droplets to escape in case a passenger coughs or sneezes during the trip.
- Driver/guide to wipe down the door handles, window ledges and seats with hand sanitiser after each trip.
- Driver/guide to wipe down the entire inside of the vehicle with alcohol-based sanitiser twice per day.

C. 2. RECEPTION OF CLIENTS AT ADVENTURESHOP

Upon arrival at our base, the following procedures are in place:

- Alcohol hand sanitiser will be sprayed on to hands of clients when they arrive and exit.
- Where possible we will have online check in and payments to avoid unnecessary contact.
- We will request contact tracing information, much of which should have already been supplied prior to arrival.
- All clients to queue 1,5 metres apart as demarcated by tape on the floor if manually checking in.
- Recommended that clients use their own pens.
- We will provide alcohol wipes to clean communal pens before and after use.
- Clients and staff to use alcohol hand sanitiser before and after exchanging money and using cards.
- Wipe all equipment touched by client with alcohol wipes.
- No 'tickets' is provided – our passenger list will suffice for our guides.

C. 3. BIKE TOUR PROTOCOL

The following procedures are in place for our bike tours

- All bikes will be cleaned with soap and water twice a week and sanitised with dilute bleach solution (30ml bleach per liter water), before and after each client.
- All helmets will be sanitized with dilute bleach solution (30ml bleach per liter water), before and after each client. We will have 2 sets of helmets that will be used alternative days to reduce virus survival on surfaces.
- All clients will receive a hair net to wear under the helmet, which will be thrown away after use.
- Alcohol hand sanitiser will be sprayed on to hands of clients before each tour.
- Clients and guide must wear cloth masks.
- Masks can be removed when eating and drinking but worn at all other times.
- No sharing of food and drink

C. 4. GUIDED HIKE PROTOCOL

The following procedures are in place for our hiking tours.

- Hand sanitizing before during and after tour (guide will take sanitizer with him on the hike)
- Clients and guide must wear cloth masks
- Masks can be removed when eating and drinking but worn at all other times
- Each clients has his own food, no sharing of snacks
- Client to stay 1.5 meters form others

C. 5 VEHICLE PASSENGER NUMBERS

During Covid restrictions, the below passenger numbers will be adjusted on all our vehicles:

VECHILE	LEGAL PAX	ADJUSTED PAX
<i>Quantum</i>	13	9
<i>Hyundai H1</i>	8	5
<i>Fortuner</i>	6	4
<i>Hyundai Elantra</i>	3	2

Follow these physical distancing rules:

- Passengers to stick to their group and seating area, avoid sitting next to strangers
- Keep your 1,5m distance from people you do not know