

O&L Leisure Hotels and Lodges – COVID-19 Hospitality Protocols

1. Purpose

This document gives guidelines to all O&L Leisure Hotels and Lodges on protocols to be followed in providing and maintaining a safe and hygienic environment for our employees and customers/guests at the workplace as recommended by Ministry of Health as well as WHO in order to prevent and manage the spread of COVID-19

2. Objectives

- To provide and maintain a safe and hygienic environment for our employees and guests
- To be able to effectively deal with COVID-19 related cases, in the event that there is any suspicion of infection

3. Key driving Pillars

The following are the key pillars of focus but not limited to:

- PPE (Personal Protective Equipment)
- Screening
- Sanitisation
- Social Distancing
- Contact Tracing
- Cleaning & Disinfecting
- Incident Management
- Signage
- Training

4. Expectations per pillar

The below puts emphasis on expectations for every pillar;



PILLAR	EXPECTATIONS
PPE (Personal Protective Clothing)	<ul style="list-style-type: none"> <input type="checkbox"/> All employees are issued with PPE <input type="checkbox"/> Depending on the nature of work for an employee, they shall be issued with hand gloves, e.g. housekeeping, kitchen, etc. <input type="checkbox"/> Management shall ensure that PPE is enforced at all times
Screening	<ul style="list-style-type: none"> <input type="checkbox"/> Upon arrival at the workplace, all employees are screened through temperature check <input type="checkbox"/> Upon arrival at the hotel/lodge, guests are screened through temperature check <input type="checkbox"/> Look out, check for symptoms of COVID-19- e.g. fever, cough, sore throat, etc.
Sanitisation	<ul style="list-style-type: none"> <input type="checkbox"/> All hotels and lodges shall use alcohol-based (70%) hand sanitiser <input type="checkbox"/> Hand sanitiser shall be visible and used at staff entry points, guest arrival points into restaurants, reception, bars, including on tables, game drive vehicles, staff/guest transport vehicles, public areas, etc. <input type="checkbox"/> Employees shall be encouraged to always sanitise their hands and/or wash their hands with soap after every exposure point. <input type="checkbox"/> In Spa, employees and guests are encouraged to use hand sanitiser before and after the treatment since social distancing cannot be avoided.
Social Distancing	<ul style="list-style-type: none"> <input type="checkbox"/> 1.5m social distance shall be observed at all times in all public areas and at any contact point. <input type="checkbox"/> Restaurant, conference seats must be set up in such a way that social distancing is observed <input type="checkbox"/> Transportation of staff and guests in vehicles and during activities must take social distancing into consideration. <input type="checkbox"/> Where lifts are available, notices shall be posted indicating maximum number of people at any given time
Contact Tracing	<ul style="list-style-type: none"> <input type="checkbox"/> Over and above the Guest Registration Card, all room arrivals shall fill in a contact tracing form. <input type="checkbox"/> All non-hotel guests' bookings/arrivals into our

	<p>restaurants shall have contact tracing details recorded</p> <ul style="list-style-type: none"> <input type="checkbox"/> Any day visitors shall fill in a contact tracing form
<p>IPC (Infection and Prevention Control Measures)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure ongoing cleaning of frequently touched surfaces, e.g.- door knobs, elevator buttons, table tops, counters, etc. <input type="checkbox"/> Disinfection of hotel/lodge rooms after every departure <input type="checkbox"/> Disinfection of public area seats after every activity <input type="checkbox"/> Mandatory use of face masks by guests and staff <input type="checkbox"/> Hand hygiene communication to be done in infographics at key facilities/areas, e.g. entrances, etc. <input type="checkbox"/> Communicate respiratory etiquette e.g. coughing or sneezing into tissue paper or elbow bend. <input type="checkbox"/> Hotels and Lodges shall have a constant communication with local public health authorities to ensure that the latest regulations are shared and updated through training <input type="checkbox"/> Management to always supervise IPC measures and ensure all COVID-19 protocols are being applied at times <input type="checkbox"/> Briefs on COVID-19 protocols to our customers/guests shall be given at every opportunity created, especially upon check -in or arrival into the dining room and/or restaurant. <input type="checkbox"/> Public area cleaners, housekeeping staff to always wear hand gloves when carrying/collecting used linen or cleaning. <input type="checkbox"/> Kitchen team to use the correct detergents on surfaces and when cleaning; and to always wash hands before and after touching of food, equipment, utensils, etc. <input type="checkbox"/> Kitchen staff to not touch ready to be served food with bare hands <input type="checkbox"/> Buffets to be avoided where possible, if used, the chef shall be serving the food and not guests serving themselves. <input type="checkbox"/> Sanitise luggage upon arrival <input type="checkbox"/> Only set up restaurant tables once a guest has arrived, starting with sanitising the table top and chairs
<p>Incident Management</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Any suspicion based on the information on contact tracing form shall be reported to the

	<p>health authorities and isolation shall immediately be done</p> <ul style="list-style-type: none"> <input type="checkbox"/> Public health official numbers to be visible/displayed to management & staff <input type="checkbox"/> All employees with COVID-19 symptoms shall be sent home and asked to visit a doctor <input type="checkbox"/> Incident reports shall be filled in for any suspicions and communicated to hierarchy and/or risk department <input type="checkbox"/> The health and safety officer for the hotel/lodge shall manage any incidents related to COVID-19 <input type="checkbox"/> Contact details for local authorities shall be displayed in every department (back of house)
Training	<ul style="list-style-type: none"> <input type="checkbox"/> Detailed Standard Operating Procedures on COVID-19 protocols shall be available and accessible to all employees and officials if requested <input type="checkbox"/> All employees shall be trained on COVID-19 protocols and records of training put on file <input type="checkbox"/> All employees at entry points shall be trained on IPC measures which include but not limited to identifying COVID-19 symptoms (fever, sore throat, coughing, difficulty in breathing, etc.) <input type="checkbox"/> Every time local public health authorities share the new regulations, employees shall have a refresher training

5. Conclusion

Ongoing monitoring, training and enforcing of PPE and IPC is key to mitigate and prevent the spread of COVID-19 and subsequently guaranteeing a safe and hygienic environment for both employees and guests. The details per department for these guidelines shall be accessed in each and every hotel/lodge file.