



HEALTH & SAFETY PROTOCOLS

We are aware of the rapidly changing environment regarding COVID-19, so the protocols laid out below are subject to amendment as and when new information is available or processes change.

CAMPS, LODGES AND THE GUEST EXPERIENCE

All measures are implemented to allow for a continuation of the care process. By managing the whole journey, we are able to ensure that guests are taken care of every step of the way, in line with our stringent health and cleanliness standards.

RESUMING OPERATIONS AND WELCOMING BACK OUR GUESTS

By laying out a best practice protocol across our business, we wish to instill trust in our staff, guests, agents, and partners that we are providing a safe and healthy space for travel.

TASK TEAM ON THE GROUND

Adhering to World Health Organization (WHO) recommendations, each region of operation will have:

A Health and Safety Committee as required by Government law requirements

A dedicated Training Team whose focus will be Health & Safety policies and procedures, specifically related to COVID-19 prevention and response

Safety officers to oversee implementation of measures

in camps, hotels, and operational areas; they will also ensure

all equipment/hygiene items are monitored and procurement arranged timeously

MANDATORY MEASURES REGARDING HYGIENE

HANDWASHING.

All staff across the business will adhere to mandatory measures, which will be reinforced through strategically placed signage, sanitizing products, training, and oversight.

The Golden Rule to prevent exposure to COVID-19 risks as well as other viral or bacterial illnesses includes:

- Frequently washing hands with soap and water for at least 20 seconds
- If soap and running water is unavailable, using an alcohol-based hand rub
- Observing physical distancing of 1-3 meters
- Avoiding touching eyes, nose, or mouth with unwashed hands
- Avoiding close contact with people who are sick
- No shaking of hands

PERSONAL PROTECTION EQUIPMENT

This will be available and worn in adherence to government regulations.

HAND SANITISERS

These will be placed, and easily visible, in all public areas (reception, bar and dining, lounge, and bathroom areas) for both guest and staff use, as well as in all guest rooms. They will also, be provided on all activities (including vehicles and guided walks) for use during activities and at drinks and coffee stops.

HEALTH SCREENING

This will be carried out for both staff and guests in line with health and government guidelines.

HOUSEKEEPING

Standard cleaning measures will be enhanced, which will include:

The use of alcohol-based disinfectants, as well as environmentally- friendly yet effective detergents

Wearing gloves while cleaning

Regular cleaning of all public areas and bathrooms

Laundry placed in laundry bags and washed on a hot cycle

Deep-cleaning of guest rooms before check-in and after check-out

Appropriate disposal of waste material

HOSTING

Caring for our guests will include:

Wiping down luggage handles with alcohol wipes before and after taking these to the guests' rooms

Allocating separate tables per couple, family or travel group, at a reasonable distance from each other

Staggering meals or providing different locations to limit exposure to other groups of travelers, with a dedicated waiter or butler

Handling food, crockery, and glassware at the same professionally high standard and in line with catering guidelines Discontinuing buffet-style dining for the time being.

SAFARI ACTIVITIES

Due to these being open-air activities, game drives and bikes are considered low risk from a COVID-19 perspective, safe, and unlikely to result in passing on respiratory airborne germs:

- Where possible, families, tour groups, and couples will be allocated their own vehicles and guides for the duration of their journey; if sharing of vehicles is required, sufficient space will be allocated
- All game viewers and boats will be sanitized before and after activities, and hand sanitizer made available to guests
- Communal containers will be replaced with pre-packed and sealed individual snacks for breakfast/ sundowner stops.

COMMUNITY ENGAGEMENT ACTIVITIES

All community engagement activities will be conducted sensitively and responsibly: Community guides will engage with the community leaders and people in the village before guest visits, and show the community the correct procedures for interacting with guests i.e. no handshaking or hand-holding, adhering to physical distancing guidelines, etc. Guests must remain outdoors, and not go into community members' homes Hand sanitizer will be readily available

HANDLING A SUSPECTED CASE OF COVID-19

We have an established response protocol in place, created by our medical advisors, Park, Doctor, which is in line with Ministry of Health requirements. Guests are able to speak to a medical professional at all times, and our Wilderness24 team will facilitate local medical responses if needed.

TRADING STORES AND BOUTIQUES

Hand sanitizer will be available for customers Items for sale will be disinfected regularly Credit card machines will be disinfected before and after each use

WELLNESS ACTIVITIES

Massage therapy will be introduced the subject to government guidelines
In-room yoga mats and weights are available at several camps and lodges, and will be sanitized as part of the cleaning process Hand sanitizer and alcohol wipes will be provided in our gyms, and regular cleaning will take place, with laundry baskets provided for towels Swimming pools will be appropriately treated while sunbathing chairs and areas will be routinely cleaned and disinfected