

Wavecrest Beach Hotel & Spa COVID-19 Policy

COVID-19 Health & Safety Officer

The General Manager Tembeleni has been appointed as the overall COVID-19 Officer who will oversee the implementation of all COVID-19 protocols. These responsibilities include:

- Risk assessments of all aspects of operation in-line with the Department of Labour COVID-19 Occupational Health and Safety Measures in Workplaces if more than 10 people are employed
- Develop, maintain and implement the following:
 1. Standard hygiene and sanitising procedures (including schedules / logbooks as needed) per area/facility/vehicle category etc.
 2. Special area cleaning procedures – as required
 3. Capacity limits and controls
 4. Physical distancing plans
 5. Guest/visitor/passenger/client (GVPC's) procedures
 6. Staff procedures
 7. PPE standards for staff
 8. PPE standards for GVPCs
 9. Procedures for staff with symptoms, and /or suspected COVID-19
 10. Procedures for GVPCs with symptoms, and /or suspected COVID-19
- Monitoring the implementation of the protocols and the effectiveness of the measures undertaken
- Monitoring overall compliance, identifying and correcting gaps, and adapting the plan to practical experience
- Monitoring compliance with correct PPE usage – observing, CCTV, spot checks etc.
- Maintain staff and guest/client/visitor/passenger health records
- Maintain and checks logs of cleaning activities
- Maintain and manage stock and use of PPE
- Oversight of all staff and guest training and information provision
- Independent Third Party Hygiene Audits and decontamination cleans – as required
- Monitoring compliance with the Department of Labour COVID-19 Occupational Health and Safety Measures in Workplaces
- The COVID-19 Officer will keep in touch with FEDHASA and the TBCSA in order to keep abreast of any latest developments. They will also keep up to date with WHO, National DoH, DoEL and NICD, and their Provincial Department of Health with respect to recommendations and guidelines for travel, tourism and hospitality operations during the COVID-19 pandemic.

Health & Safety Policy

- All staff will receive training on COVID-19 preventative measures and hygiene protocols.
- Staff are provided with personal protective equipment (PPE) in line with regulations, along with additional hygiene resources. All staff will be issued with the following PPE:
 - 3 cloth masks (to be washed after each use) and face shields
 - Disposable aprons, shoe covers and gloves for cleaning
- All guests and staff are to wear masks unless:
 - Guests are in their bedroom
 - Guests are a small group in a self-drive hire car
 - While eating or drinking
 - When sitting together in a related small group, in well-spaced (2 meters or more apart) outdoor areas
- Educational signage will be displayed for both guests and staff.
- Biohazard boxes are provided for the safe disposal of PPE and other waste as required.
- Increased sanitising and disinfecting practices (over and above our normal stringent cleaning protocols).
- Public social distancing, demarcated areas, physical barriers where necessary and PPE.
- Sanitisation of high touch points, deep cleaning and pest control will be implemented.

Check-in Policy

To protect our guests and staff and to prevent a potentially high-risk person from entering the hotel, all guests, staff and suppliers are required to be screened at security on arrival, this includes the following:

- all GVPC's will be screened by security allowing their temperature to be scanned with a thermal scanner.
- a sanitising station will be set up at security to allow for sanitising of hands and shoes where necessary.
- security to radio the office of the arrival of the guest along with their temperature.
- If a guest, supplier or staff member's temperature falls within the normal range and they do not show any symptoms they will be required to sanitise their hands and proceed to check-in or their work station.
- If a guest supplier or staff member's temperature exceeds 37.5° C and/or they have symptoms of the virus, they will be not be allowed on to the property and will be referred to a medical facility as specified by the NICD.

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Guest Check-in and Check-out

- Ensure all guests are directed to the office via signage and security communication where they will complete the **COVID-19 Screening Questionnaire**. This should be emailed to them prior to arrival so that they are prepared, but their temperature needs to be completed on the day.
- The front desk will be cleaned frequently.
- Disposable disinfectant wipes will be provided to front-of-house staff to disinfect surfaces between guests, as well as high touch areas in public spaces
- Pens at the front desk and room keys will also be cleaned with disinfectant before/after each use.
- Guests will be asked to carry their own luggage where possible. However if staff are required to carry luggage, handles need to be sanitised before and after and staff should wear gloves.
- Where possible we will leave our rooms idle for 1 – 3 days (or more), occupancy permitting, this will also assist in ensuring rooms are decontaminated for the next check-in.
- If a guest shows symptoms please see: **What to do if a guest presents with COVID-19 symptoms**

Staff and Supplier Check in

- Ensure all staff and suppliers sign in on the **Staff and Supplier COVID-19 Track & Trace Form**
- If staff or suppliers shows symptoms, please see: **What to do if staff or suppliers present with COVID**

What to do if a guest presents with COVID-19

It is important to handle the situation very carefully, as we do not want to offend the guest.

STEP 1: If a guest has symptoms before checking-in, before pick-up etc., they should be asked to return home where possible, and asked to contact their healthcare professional and self-isolate and monitor their symptoms. This is unless symptoms are already severe, in which case a medical professional should be consulted immediately. In the case where they are not in their own vehicle, they should be assisted to organise appropriate safe transport where possible. Any vehicle used to transport them should be deep cleaned afterwards

STEP 2: If they have already arrived at the property, then they must be moved to the designated COVID-19 rooms which are 29 and 31. The guest with suspected COVID-19 should be provided with a FFP1 surgical mask. Assess the risk of transmission and disinfect the relevant area/s that the guest has come into contact with, including public areas and determine the need to temporarily close the affected area/s for decontamination purposes.



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STEP 3: Compile a list, with the input of the guest, of all staff, clients, suppliers and other third parties with whom the guest has come into contact with and who may potentially be at risk of transmission. Refer guests or staff who may be at risk for screening.

Where a positive case is confirmed, follow the remaining steps:

STEP 4: Notify the National Department of Health/ National Institute for Communicable Diseases, using the hotline number: 0800 029 999 as well as the DEL. We understand that reporting to the DEL must be done by way of email, directed to the relevant Provincial Chief Inspector (email addresses accessible [here](#)). Provide administrative support to any contact-tracing measures implemented by the Department of Health.

STEP 5: Investigate the cause of infection/ mode of exposure, including any potential control failures (such as disinfection measures, personal protective equipment (**PPE**), social distancing measures, symptom screening measures, etc.) and review the risk assessment to ensure that the necessary controls and PPE requirements are in place and any identified gaps are addressed.

STEP 6: If the guest who has tested positive has come into contact with staff or other guests, assess those guest's exposure to ascertain whether the exposure carries a high or low risk of transmission and instruct them as follows:

- **High Risk Exposure:** close contact within 1 metre of a COVID-19 confirmed case for more than 15 minutes without PPE (i.e. no face cover/ eye cover) or with failure of PPE and/ or direct contact with respiratory secretions of confirmed COVID-19 case (clinical or laboratory). In such case, the worker must self-quarantine for 10 days and perform daily symptom self-checks.
- **Low Risk Exposure:** more than 1 metre away from a COVID-19 confirmed case for less than 15 minutes OR within 1 metre but wearing PPE (face cover/ eye cover). Also considered low risk if COVID-19 case was wearing a surgical mask (i.e. there was source control). In such case, the worker may continue to work using a cloth mask and complying with standard precautions and symptoms must be monitored for 14 days from first contact.

STEP 7: Communicate details of the incident, incident investigation and remedial measures with appropriate communication lines that exist within management and the COVID-19 Health & Safety Officer and implement improved control measures in consultation with the team.

What to do if staff or suppliers present with COVID-19

Importantly, unless otherwise specified, the guidelines below apply to 'workers', being all individuals who work in Wavecrest's workplace, including contractors/employees of contractors and volunteers.

STEP 1: Do not permit the worker who complains of, discloses, or displays typical COVID-19 symptoms to enter the workplace or report for work. If the worker is already at work when s/he presents with symptoms or when it comes to our attention that the worker has tested positive for the virus, immediately isolate the worker and provide her/him with a surgical mask. Arrange for the worker to be transported (in a manner that does not place other workers or members of the public at risk) either to be self-isolated at home, or to be referred for a medical examination or testing.

STEP 2: Instruct the worker to self-isolate at home for 14 days. If the worker has not yet been tested for the virus, s/he should undergo testing. For mild cases, self-isolation is recommended for a minimum of 14 days after symptom onset; for severe cases, self-isolation is recommended for a minimum of 14 days after clinical stability (e.g. after oxygen support is stopped). Where the worker is an employee, this time off must be treated as paid sick leave. Where an employee's sick leave entitlement is exhausted, such absence may be unpaid, but the employee may make application for illness benefits from the Unemployment Insurance Fund.

STEP 3: Assess the risk of transmission and disinfect the relevant area/s that the worker has come into contact with, including the worker's workstation (and determine the need to temporarily close the affected work area/s for decontamination purposes).

STEP 4: Compile a list, with the input of the worker, of all other workers, clients, suppliers and other third parties with whom the worker has come into contact and who may potentially be at risk of transmission. Refer workers who may be at risk for screening.

Where a positive case is confirmed, follow the remaining steps:

STEP 5: Notify the National Department of Health/ National Institute for Communicable Diseases, using the hotline number: 0800 029 999 as well as the DEL. We understand that reporting to the DEL must be done by way of email, directed to the relevant Provincial Chief Inspector (email addresses accessible [here](#)). Provide administrative support to any contact-tracing measures implemented by the Department of Health.

STEP 6: Investigate the cause of infection/ mode of exposure, including any potential control failures (such as disinfection measures, personal protective equipment (**PPE**), social distancing measures, education/ training, symptom screening measures, etc.) and review the risk assessment to ensure that the necessary controls and PPE requirements are in place and any identified gaps are addressed.

STEP 7: If the worker who has tested positive has come into contact with other workers at the workplace, assess those workers' exposure to ascertain whether the exposure carries a high or low risk of transmission and instruct them as follows:

- **High Risk Exposure:** close contact within 1 metre of a COVID-19 confirmed case for more than 15 minutes without PPE (i.e. no face cover/ eye cover) or with failure of PPE and/ or direct contact with respiratory secretions of confirmed COVID-19 case (clinical or laboratory). In such case, the worker must self-quarantine for 10 days and perform daily symptom self-checks.
- **Low Risk Exposure:** more than 1 metre away from a COVID-19 confirmed case for less than 15 minutes OR within 1 metre but wearing PPE (face cover/ eye cover). Also considered low risk if COVID-19 case was wearing a surgical mask (i.e. there was source control). In such case, the worker may continue to work using a cloth mask and complying with standard precautions and symptoms must be monitored for 14 days from first contact.

STEP 8: Where the worker is an employee and if the employee contracted the virus as a result of occupational exposure, lodge a claim under the Compensation for Occupational Injuries and Diseases Act. The Compensation Fund is currently finalising a [Directive](#) to replace the notice published on '[Occupationally Acquired COVID-19](#)'. Look out for further information on this once the Directive is published.

STEP 9: Communicate details of the incident, incident investigation and remedial measures with appropriate communication lines that exist within management and the COVID-19 Health & Safety Officer and implement improved control measures in consultation with the team.

STEP 10: Only allow the worker to return to work after completing the 14-day self-isolation period and, if the worker suffered from moderate or severe illness, undergoing a medical evaluation **confirming** fitness to return to work.

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STEP 11: Require the worker to comply strictly with all personal hygiene, social distancing and cough etiquette measures, to wear a surgical mask for 21 days from date of diagnosis and continue to closely monitor the worker's symptoms upon return to work.

COVID-19 Contact Resources

Hotlines	Websites
For test results (National Health Laboratory Service) During office hours (8 am – 5 pm): 080 121 2882 After Hours: 080 011 1132	National Department of Health
COVID-19 Hotline Number: 0800 029 999	National Institute for Communicable Diseases
COVID-19 WhatsApp Number: 060 012 3456	National Institute of Occupational Health
Workplace Hotline: 080 021 2175	World Health Organization

Food & Beverage Policy

The following measures have been implemented in the Food & Beverage department:

- All F&B staff have been issued with 3 cloth masks which are to be washed after each use. In addition staff will be required to wear a face shield.

Restaurant and Bar

- Tables, couches and barstools are spaced 1.5 m apart to allow for social distancing.
- All hard surfaces will be sanitised before and after use i.e. tables, chairs, POS, stationary, salt & pepper grinders, olive oil containers, cutlery & crockery, door handles and counters.
- Staff will sanitise before and after each guest interaction.
- All menus have been laminated to allow us to sanitise before and after use.
- Cloths used for sanitising are changed/washed in hot water and soap regularly.
- Tables will not be set with table cloths.
- Sanitising and temperature checking stations will be set up in the bar and restaurant.

Kitchen

- Staff will be spaced in the kitchen and workstations will be demarcated to accommodate social distancing.
- Equipment must be sanitised frequently using surface sanitisers (handles, knobs, dials, switches and static equipment) and utensils, pots and pans, and receptacles, should undergo more frequent hot washing.

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- Guest crockery and kitchen equipment to be washed separately in hot water. Temperatures to be used are 55 – 60°C to wash and then rinsed at 85 – 90°C.
- The exteriors of any packaged food item not completely used up, and of all containers of food, should be sanitised with wipes after each use (before returning to storage after opening and extracting).
- Ventilation should be maximised either with open windows and efficient air-conditioning.
- Fumigators and/or ozonators will be used once a month to deep clean kitchen areas and storage areas.

Housekeeping Policy

The following measures have been implemented in the Housekeeping department:

Cleaning & Disinfecting Policy

- Disposable gloves should be worn when cleaning bathrooms and disposable aprons are also recommended.
- Housekeeping staff must sanitise their hands and shoes, and disposable aprons on finishing each room and before entering the next room.
- Clean surfaces using soap and water, then use disinfectant. Cleaning with soap and water reduces number of germs, dirt and impurities on the surface. Disinfecting kills germs on surfaces.
- Routine cleaning after each use of frequently touched surfaces includes: Point of sales, touch pads, tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, taps and sinks.
- Use suitable disinfectant to then disinfect surfaces. Follow the instructions on the label to ensure safe and effective use of the product.

Guest rooms

- Guest rooms will be cleaned daily and deep cleaned before check in and after check out.
- All housekeepers to have access to disposable gloves, aprons and shoe covers, which should be worn whenever possible. Cleaning and disinfecting of hands and feet before entering a room is compulsory.
- All guest rooms will be cleaned daily and surfaces sanitised including remote controls, light switches and any touch pads.
- All linen will be washed with peracetic detergent after each guest use.

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- There will be a reduction in in-room furnishings/high touch items i.e. scatter cushions, magazines etc. The information guide normally found in the guest bedroom will be removed and placed on the notice board.
- Air conditioners to be cleaned before and after each guest check's in.
- All equipment, mops, wet cloths etc., are to be sanitised by dipping in sanitising solution after each room clean.
- Colour coded cloths should be used for different items; bath, shower and sink, toilet, room surfaces etc. and disinfected separately.
- At the end of shifts, cloths and mops should be sanitised in solution for 30 minutes, and all cloths washed on a high heat cycle.

Public Areas

- Social distancing and the wearing of masks observed in all public areas and when interacting with staff.
- Increased frequency and deep cleaning of high-touch surfaces, 'last cleaned' charts displayed, hand sanitisers available in all public areas.
- Bathrooms will be wiped down and checked every half an hour.
- The pool loungers and pool tables will be wiped down after each use.

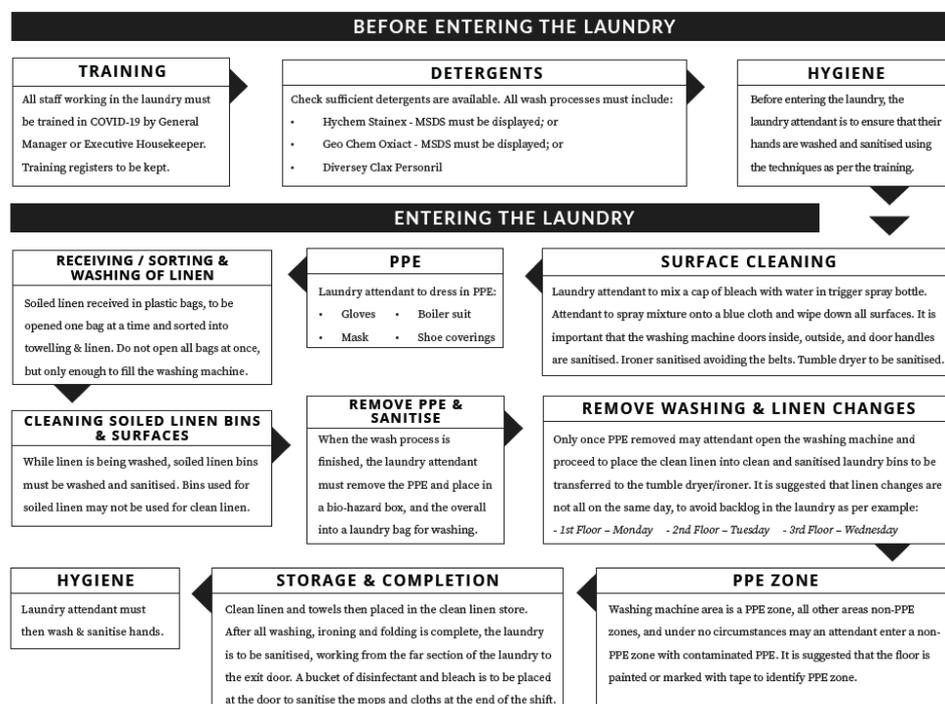
Laundry

- No staff other than laundry staff or housekeepers are allowed into the laundry room.
- Staff working in the laundry should wear masks and face shield as well as the supplied disposable PPE including gloves, shoe coverings and aprons.
- Before entering the laundry, any laundry attendant must ensure that their hands are washed properly and then sanitised
- Before any equipment is used and on opening the laundry in the morning, a laundry attendant must sanitise and wipe down all surfaces. It is important that the washing machine doors inside, outside and the door handle is sanitised. The ironer is to be sanitised avoiding the belts. The tumble dryer is to be sanitised
- Guest laundry and linen should be washed separately.
- Hot cycles (70°C or higher) with peracetic detergent, should be used for all laundry.
- The soiled linen received from the rooms in bags is to be opened one bag at a time and sorted into towelling and linen. Do not open all bags at once but only enough to fill the washing machines.

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- The soiled linen is then placed in the washing machine and washed at the correct setting and temperature. There are to be no short cuts and the correct setting must be used, not bypassing any wash process.
- Whilst the linen is being washed, the soiled linen bags are to be washed and sanitised.
- Bags used for soiled linen may NOT be used for clean linen
- Whilst the washing process is taking place, the linen attendant should wash and sanitise the floor with a disinfectant
- When the wash process is finished, the linen attendant must remove PPE and place the gloves, mask and shoe covering into a biohazard box or suitable sealable receptacle and the overall into a laundry bag for washing. A new clean mask should be put on
- Only once all potentially contaminated PPE is removed and hands washed and sanitised, may the laundry attendant open the washing machine and proceed to place the clean linen into clean and sanitised laundry bins to be transferred to the tumble dryer or ironer for drying and ironing
- It is suggested that linen changes are not all on the same day to avoid back log in the laundry
- The washing machine area is a PPE ZONE all other areas are non-PPE ZONES and under no circumstances may the linen attendant enter a non-PPE zone wearing contaminated PPE.
- The floor should be painted or marked with tape to identify PPE zone/dirty linen zone and the clean linen/reduced PPE zone. If PPE is worn into the clean linen area cross contamination is very possible.
- Clean linen and towels are then placed in the clean linen store.
- After all washing, ironing and folding is complete the laundry is to be sanitised working from the far section of the laundry to the exit door. A bucket of disinfectant and bleach is to be placed at the door to sanitise the mops and cloths at the end of the shift.

DIAGRAM 3: ON-PREMISE LAUNDRY



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Spa Policy

- Therapists to be extra vigilant with hand washing and ensure they wear their mask and face shield at all times.
- Treatment rooms and nail stations will be sanitized at the start of the day and after each treatment, replacing all linens with freshly laundered items.
- The number of blankets, towels etc in use to be minimized to reduce surfaces
- Spa linens to be replaced after each treatment and washed, and paper towels replace any shared towels
- Spa linen will be washed either following the guidelines as set out above, all Spa linen will be washed at a minimum of 70°C using the correct detergents.
- Change rooms, lockers, and keys will be cleaned and sanitised after every guest use.
- Bathrobe and towels will be placed in the lockers on demand only, ensuring unconnected guest are using 2 meters spaced lockers.
- Between each treatment all non-porous tools will be cleaned with soap and warm water and then all tools will be sprayed with disinfectant spray.
- Spacing between Manicure and Pedicure workstations in line with the social distancing guidelines of 1,5 meters.
- Guests must shower before each body treatment/service.
- Certain treatments may be discontinued e.g. facials if deemed to risky.

Activities Policy

Boat cruises

- Boat cruises will be limited to accommodate social distancing. A maximum number of 12 – 14 guests to allow for physical distancing.
- The boat will be cleaned and disinfected before and after use.
- If drinks are being brought onto the boat, all F&B protocols to be followed and all containers to be disinfected before and after use.

Kayaks

- Guests need to notify the office once they have finished using the kayaks to allow for cleaning and disinfecting.

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Tennis courts, squash courts and kids play area

- A sanitising station with signage will be set up to the entrance of the tennis courts requesting guests to sanitise their hands and the entrance gate to the courts.
- The squash courts will remain closed for now.
- The kids play area will be closed for now.
- Conferencing will be closed for now.