

STANDARD OPERATING PROCEDURES FOR COVID-19

MEDICAL CONSIDERATIONS

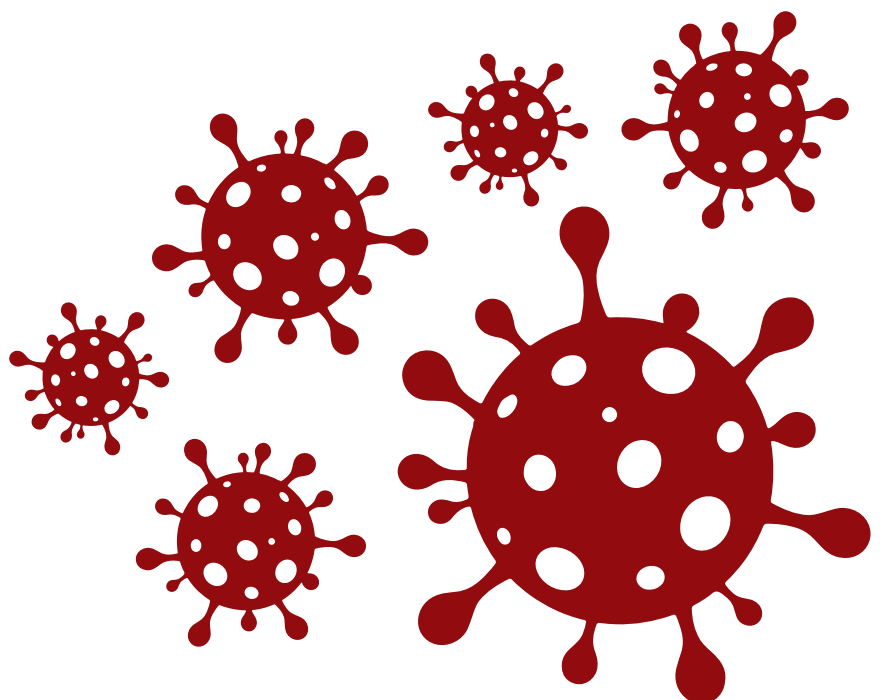
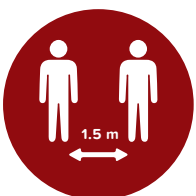
Despite all measures, there is always the potential for individuals to develop signs and symptoms of COVID-19 before or during working hours. The vast majority of people infected with COVID-19 show minor to no symptoms; however, some will develop more serious signs that require admittance to a hospital or an ICU. Managers or immediate supervisors should assess these medical considerations and review their emergency response plan with these factors in mind:

PROCEDURES FOR STAFF SHOWING SYMPTOMS

It is vital that health screening (including temperature checks, visual checks, and symptom checks) and monitoring of staff be conducted regularly. A plan should be made by following the official guidelines from the Ministry of Health and Social Services, which may include testing, isolation, or quarantining of a symptomatic individual(s). Isolation is when someone has tested positive for Covid-19 and must stay away from others for at least ten days. The remainder of the staff that came in contact with the suspected infectious staff should be closely monitored for symptoms. Quarantine is when someone has been exposed to a person with Covid-19 as close contact and must stay away from others and may test on day 7. At any time, staff may choose to evacuate if they feel they are at risk.

POST OPERATIONAL PROCEDURES FOR STAFF SHOWING SYMPTOMS

NWR has already a policy in place that includes transportation, care, isolation, and testing for staff members who are COVID-19 symptomatic if suspected symptoms are shown in a staff member.





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1. DAILY STAFF ARRIVAL ON DUTY/ COMPANY VEHICLE

- Drivers to make sure that all staff's temperature is tested before boarding.
- Sanitisers must be available in the vehicle at all times.
- Use of disposable hand gloves at all times.
- Staff member's temperature to be recorded into an entry register by wellness personnel.
- Create a file for record keeping of COVID-19 related information at camp level for future reference.
- Distancing protocols should be practiced at all times as per MOHSS regulations.
- All staff to complete COVID-19 Responsibility and Service tips course.

2. FRONT OFFICE ARRIVAL/DEPARTURE

- The required social distance must be adhered to and no shaking of hands. Use floor markers or cordons to promote distancing and this must be monitored to ensure it remains adequate.
- Install sanitising stations at all entry doors (guest and staff).
- Confirm the guest's nationality and enquire whether they have any health problems.
- A customer should sanitise limit handling of cash by encouraging card payments and card machines after use.
- Remove magazines, marketing material and other non-essential decorative items to reduce touch surface areas.
- Inform the control room, if anyone shows any COVID-19 symptoms.
- Sanitise all luggage before unloading.
- All staff should wear prescribed facemasks and hand gloves while dealing with a guest.
- Thermometer to be used to check client as well as staff temperatures.
- All visitor details to be entered into a register with contact details.
- Use of disposable hand gloves at all times.
- All staff shall be trained according to the guest protocols toolkit by NTB.

3. HOUSEKEEPING

- Keep hand sanitiser/soap liquid in every room.
- Do not reuse linen.
- Enforce the use of disposable gloves when cleaning and handling of used lined and towels.
- Linen and towels to be placed in sealable plastic bags before transported to laundry facility.
- Frequent disinfecting of touch points and places of contact (TV and air conditioner remotes, door handles, switches, kettle etc.).
- Clean the toilets and room floor with bleach and 70% alcohol-based cleaning products.
- Separate any suspicious guest's laundry/room linen and dispose in a sealed bag.
- Spray disinfectant on room luggage station and wear drops.
- All staff shall be trained according to the guest protocols toolkit by NTB.





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4. RESTAURANT/ROOM SERVICE

- Guest registration must be implemented at the restaurant.
- Use thermometer to check the client/staff temperature.
- Staff to wear PPE at all times when in contact with guest.
- Enhance cleaning and sanitising of tables and chairs and do not reuse table linen.
- Maintain 1 m distance from guest when serving.
- Sanitise all the areas after each food service.
- Do not entertain guests in restaurants, room service is advisable.
- Wash all the cutlery and crockery with antibacterial and microbial hand wash instead of regular soap.
- Avoid group reservations.
- Don't entertain any parties/conferences/meeting in your premises.
- No buffet services.
- Protect printed menus with laminated covers that can be wiped and disinfected.
- For breakfast, consider serving packaged grab-and-go meals.
- Create a single point of entry form to track and record visiting clients.
- All staff will be provided with disposable hand gloves at all times in the restaurant service area.
- No salt and pepper on the table.
- Do not use tablemats.
- Use only one door for entry for control purposes.
- All staff shall be trained according to the guest protocols toolkit by NTB.

5. KITCHEN

- Verify sanitiser concentration for each meal period.
- Wash and sanitise hands frequently. A bell or an alarm every 30 min is advisable.
- Clean raw materials thoroughly.
- Wash, rinse and sanitise all food contact surfaces and all equipment.
- Make sure that the food waste is stored in rodent and insect proof containers.
- The use of hand gloves in dishwashing sections is mandatory.

6. SPA

- Clean and sanitise massage/spa tables after each treatment procedure.
- Follow the above said procedures in other departments.
- Forbid anyone who is sick from using these facilities.

7. GAME DRIVE AND GAME DRIVE VEHICLES

- Vehicle to be sanitised using disinfectant cleaner before departing.
- Guide/clients to wear masks at all times.
- Vehicle must have alcohol-based hand sanitiser available for use.
- After each drive, the vehicle must undergo a deep clean and disinfection cycle.
- Use temperature thermostats to record guest temperature and details in the register.
- Keep acceptable social distancing between clients in the vehicle.





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8. RESORTS WITH WATERHOLE VIEWPOINTS AND OTHERS

- Sanitise seats on a regular basis and mark social distancing protocols around all places where people gather.
- Clearly mark sanitising stations in guest areas with clear posters reminding guest of the measures applied to keep them safe against COVID-19.

9. STANDARD OF CLEANLINESS

- Cleaning all hard surfaces (e.g. floors, desks, countertops, tables) with a standard disinfectant.
- Regularly wipe and disinfect high-touch areas such as door handles, light switches, in-room tablets, coffee machines, minibar refrigerators, and TV remotes.
- Protect printed menus with plastic covers that can be wiped and disinfected.
- Wash all bed linens and towels with a disinfecting laundry detergent, at a temperature above 40 degrees Celsius and do not forget to frequently wash all linen.

Maintain separate logbook for COVID-19 in every department and verify periodically.

10. NWR HI

- All students temperature must be tested upon arrival at the campus
- Sanitisers must be available at every campus's entry point.
- Use of disposable hand gloves all times.
- Student's temperature to be recorded into an entry register by reception personnel.
- To create a file for record keeping of COVID-19 related information at the camp level for future references.
- Distancing should be practiced at all times as per MOHSS regulations.
- All students and trainers to complete and inducted for COVID-19 Responsibility and Service tips course.
- All students and trainers shall be trained according to the guest protocols toolkit by NTB.

NB: Maintain separate logbook for COVID-19 in every Department and verify periodically.

By order of Management



IN CASE OF A COVID-19 EMERGENCY:

Toll-Free Number: 0800 100 100