



2 Ivan Smuts Avenue,
Silverfields,
Krugersdorp,
1739



DETAILED PROCEDURES FOR SAFE COVID-19 BUSINESS OPERATION

The following protocols will be put in place to create a safe operating environment for clients and staff at Pines Resort. These reference the latest TBCSA operating protocols for tourism businesses in South Africa.

1. STAFF EDUCATION

All Pines Resort staff will receive adequate training, so everyone is aware of the Covid-19 operating protocols, and aware of the importance of staying healthy and reducing the risk of transmission while at work and at home.

This training will include both verbal instructions and discussions as well as practical examples and assessments of each protocol to ensure the staff and the business will always be compliant with the Covid-19 operating protocols. Any updates to these protocols will require further training and awareness assessments.

2. SAFETY OFFICER

The business will appoint a Covid-19 safety officer who will assume responsibility for implementing and overseeing the health protocols listed here.

When the safety Officer is on leave, a suitable "Stand By" candidate will assume this role for such days.

The Safety Officer, and stand by candidate when applicable, will ensure that the correct Covid-19 safety procedures are always followed. Any deviation from these procedures will be reported to Pines Resort management immediately.

3. RESERVATIONS

Group sizes may need to be limited to increase the social distance between members of different groups. This will be carefully managed and assessed and may need to be adjusted if the need arises.



(011) 955 3845



info@pinesresort.co.za



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4. ARRIVAL PROCEDURES

A single entrance point will be used for the business, both for staff and clients. Any secondary or side entrances will be closed to ensure that a single-entry point is used.

Upon arrival at the entry point both staff and clients will have their temperatures tested. If temperatures are below 37.5 degrees, they may proceed. If anyone has a temperature above 37.5 degrees then they are to be informed that this is an indication of a possible fever, which is one of the symptoms of Covid-19. In the interests of safeguarding the health of everyone else at the business that day, the person is to be kindly informed that they do not enter the premises. The Safety Officer should be called to further assist such person with advice on nearby medical and testing facilities should such person wish to be tested.

5. DAILY ATTENDANCE RECORD KEEPING

Contact details of everyone who has been on the premises each day will be written down and kept on record.

For staff this is simply the dates and times each person was at the premises.

For clients this is to include:

Date/Name/Contact Phone Number/Contact E-mail.

In the event of being notified that someone may have had Covid-19 while at the business premises, these records will be needed to be used trace and contact everyone else who was there at the same time to inform them of this.

6. CLEAN HANDS

Regular washing of hands is essential to reduce the risk of contracting Covid-19. Alcohol based sanitisers will be readily available at the entrance point and other key places around the premises such as the ticket office, searching point, tuck shop and slides.

Toilets will always have soap at basins to further promote this.

Staff will be encouraged to wash their hands at regular intervals, especially after interaction with other people, as well as before and after searching bags, and tagging clients with wristbands.



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7. FACE MASKS AND PROTECTION

Face masks are to be worn by staff and clients at all times while at the premises. The only exception to this rule is for eating, drinking, using the waterslides and swimming pools.

Frontline staff may also need to wear visors when coming into close contact with clients – i.e. for handling payments, searching bags, and tagging guests. This will need to be monitored.

8. SOCIAL DISTANCING

Social distancing of 1.5m is to be maintained wherever possible. Queue line positions at the entrance point, waterslides and tuckshop will be demarcated at 1.5m intervals with tape or markers on the ground to encourage this.

As far as possible, interaction with clients will take place in a well-ventilated outdoor area.

9. CLEANING REQUIREMENTS

All surfaces that are commonly touched and used (i.e. counters, offices, bathrooms, computers, card machines, etc) will be regularly sanitised. This is to maintain a hygienic environment after each guest/group has passed.

Cleaners are to wear surgical gloves or similar when sanitising such areas.

10. EMERGENCY CONTACT DETAILS

The contact details of the nearest hospital and the nearest Covid-19 testing centre will be kept at reception and by the Safety Officer in case these are needed for either a staff member or a client.

11. SAFETY SIGNAGE

Operational information about Pines Resort safety measures, including any instructions regarding such safety measures, will be clearly displayed by suitable posters/floor marking/notice/etc.

STAY SAFE, THANKS FOR THE SUPPORT, AND ENJOY YOUR PINES RESORT EXPERIENCE!



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