



SERENA HOTELS

SAFARI LODGES AND CAMPS
HOTELS • RESORTS

POST COVID-19 SOPs FOR SERENA HOTELS, TANZANIA

1st July 2020

INRODUCTION:

Serena Hotels & Lodges, Tanzania have implemented measures for the safety of our guests and staff by following the directives from Ministry of health and WHO to prevent the spread of Covid – 19.

As businesses begin to adjust and improve from the impacts of the pandemic, our objective is to ensure our properties are safe for the health and well-being of our staff and our valued guests.

Our guests should rest assured knowing that we have implemented best practices and have taken necessary steps to achieve the highest hygiene standards, to ensure the health and safety of our guests while maintaining our services beyond their expectation.

Below are the protocols for the operation of our units in time of the COVID- 19 pandemic. They are aligned with guidelines and advice issued by the Government and other agencies. This will be reviewed as required on an ongoing basis. It covers customer information, PPE, physical distancing, sanitization and hygiene practices among others for staff and guests.



1	PLAN IN PLACE	REMARKS
	<p>Each unit will have well trained Health and Safety Officer who in conjunction with the team leader (The Unit Manager) will: -</p> <p>a) Maintain and implement</p> <ul style="list-style-type: none">➤ Standard hygiene and sanitising procedures➤ Special area cleaning procedures➤ Capacity limits and controls➤ Physical distancing plans➤ Guest/visitors procedures➤ Staff procedures➤ PPE standards for staff➤ PPE standards for guests/visitors.➤ Procedures for staff with symptoms and/or suspected COVID-19➤ Procedures for guest with symptoms and/or suspected COVID-19 <p>b) Monitoring the implementation of the protocols and the effectiveness of measures taken</p> <p>c) Monitoring the overall compliance, identifying and correcting gaps</p> <p>d) Monitoring compliance with PPE usage</p>	<ul style="list-style-type: none">▪ Staff and guests will be provided with hand sanitizers▪ Shared equipment by staff will be avoided as much as possible in favour of individual equipment /supplies



	<p>e) Maintain staff and guest's health records (daily temp checks)</p> <p>f) Maintain and checking logs of cleaning record</p> <p>g) Manage stock and use of PPEs</p> <p>h) Checking on staff training and guest information provision</p> <p>i) Implement Independent Third-Party hygiene audits</p> <p>j) Monitoring compliance with Government department Occupational Health and Safety measures in the workplace.</p> <p>k) Training on:</p> <ul style="list-style-type: none">➤ Ensuring social distance guidelines, proper use of PPEs and refraining from touching their faces, eyes, nose with their hands,➤ Covid-19 basics and transmission➤ How to respond to exposure to Covid-19➤ Covid -19 safety and disinfection protocol➤ Advance disinfection and sanitation training for hotel/lodge/camp in case of Covid- 19 positive guest or staff➤ Sanitization guidelines for cleaning of uniforms➤ PPE use and disposal procedures➤ Revised Human Resources sick leave policy designed to ensure staff and guest safety➤ Reporting of suspected guest and staff.	
--	---	--



2	CLEANING PROTOCOLS	
	<p>a) Common Areas</p> <ul style="list-style-type: none">➤ Cleaning and disinfecting with the right products will be done at least twice a day for areas touched by guests and staff with particular attention to:<ul style="list-style-type: none">• Shared work environment• Door handles• Telephone handsets• Payment devices• Reception desk• Stair railings• Outdoor furniture• Balustrades, guardrails etc <p>b) Swimming Pools</p> <ul style="list-style-type: none">➤ Swimming pools will be reorganised to ensure that social distancing between deck chairs and beds comply with regulatory distances➤ Number of guests in the pool will be limited to ensure compliance with local regulations	<ul style="list-style-type: none">➤ Cleaning Operations will be made more visible than normal in order to reassure guests➤ Other than training and holding regular meetings/updates, there will be notices for staff in strategic locations e.g.<ul style="list-style-type: none">▪ Staff entrances▪ Toilets▪ Changing rooms▪ Dining /catering facilities▪ Bedrooms etc



	<ul style="list-style-type: none"> ➤ Used towels collection will be bagged when becoming full and properly laundered ➤ Lifeguard stands to be sanitised upon rotation <p>c) Garden & Grounds</p> <ul style="list-style-type: none"> ➤ Relaxation areas will be organised so that there is always 1 meter (3 ft) between each person <p>d) Meeting Rooms</p> <ul style="list-style-type: none"> ➤ This will be arranged to prevent face to face sitting and extra seats staggered ➤ Offices will have separation screens or 1-meter distance and 1-meter screen between 	
3	ARRIVAL /CHECKOUT EXPERIENCE	
	<ul style="list-style-type: none"> a) Sanitization of keys prior to guest arrival and placing them in pre-marked new envelopes. This will avoid physical contact with guests b) Hand washing and sanitation will be provided on arrival. c) Guest body temperature will be done on arrival d) Disinfection, sanitization and spraying for guest's luggage. e) Briefing will be done in a seating area reconfigured to meet social distance guidelines. f) There will be a meet and greet for all arriving guests by a senior staff who will guide guests accordingly and will give priority to 	<ul style="list-style-type: none"> ▪ Staff will not open doors for cars ▪ Deposit of keys will be at the designated area ▪ Use of debit/credit card whenever possible will be encouraged and after each transaction the terminal is disinfected. ▪ Staff will be trained on how to greet guests and how to explain about the sanitary measures ▪ Tour Drivers and self-drive guest will park on their own and not use any of our staff to park their vehicles



	<p>briefing outside the reception area – outdoor (weather permitting) or lounge etc. to respect physical distance measures.</p> <p>g) Porters transferring guests to room will wear masks & gloves and will not touch anything in the room.</p> <p>h) Trolleys will be disinfected between each luggage transport</p> <p>i) Social distancing for guest and staff will be observed.</p> <p>j) Reception and cashier counter to be sanitised.</p> <p>k) Key process to be sanitised before it is handed to guests.</p> <p>l) Guest to be advised to utilise the hotel/lodge/camp for their service requirements as much as possible to avoid visiting other places. This includes Forex, gift shop needs etc.</p>	
4	IN- ROOM EXPERIENCE	
	<p>a) Bedroom and Bathroom</p> <ul style="list-style-type: none"> ➤ After guests have settled in their room reception staff will reach out to each of them to make sure everything they need is in place. This will ensure minimal interference and movement. ➤ Guest will be briefed on several housekeeping options during check-in. i.e. housekeeping once a day; housekeeping once a day and turn down service and option to change sheets and towels only. ➤ Extra blankets, pillows and quilts will be removed from the rooms and made available to guests on request, ➤ Other than the regular guest amenities hand sanitizers will be added. ➤ Coffee tray amenities will be offered upon request. ➤ We will require the guest to leave the room whilst being sanitised. 	<ul style="list-style-type: none"> ▪ A sign will be created or card so that guests can communicate their choice of cleaning by posting it on the door. ▪ Records will be necessary especially if someone in the hotel/lodge /camp is suspected or confirmed to have the virus. ▪ Linen will be subjected to thermal disinfection in the laundry temperature of 70 degrees for 25 minutes



	<ul style="list-style-type: none">➤ We will remove all high touch items in the room such as hair driers; room folder; guest directory; and to be made available on request.➤ Other high touch areas such as light switches; remote controls; thermostats; and telephones will receive extra disinfection. <p>b) Laundry</p> <ul style="list-style-type: none">➤ Special attention will be given to handling of bed linen and laundry.➤ These items will be changed daily and washed at high temperatures as per recommended guidelines.➤ Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility following proper procedures➤ Laundry equipment and high touch areas such as panels and doors will adhere to cleaning and sanitising protocols.	
5	FOOD AND BEVERAGE	
	<ul style="list-style-type: none">➤ The restaurants and bars placement and layout of tables and chairs will consider social distancing. This necessitates a maximum number of covers that each restaurant and bar can accommodate per sitting.➤ After every seating the restaurants and furniture will be disinfected and sanitised.➤ Staff to wear appropriate PPE for their respective duties	<ul style="list-style-type: none">▪ Staff will be trained on 1-meter distancing▪ HACCP rules and promotion of the importance of the new hygiene standards will prevail.▪ Display of Covid -19 education materials will be enhanced in staff areas.



	<ul style="list-style-type: none">➤ It will be mandatory for staff to wear masks and sanitise hands using proper procedure between each guest interaction and at a minimum of every 45 minutes➤ All food preparation areas to be cleaned and sanitised at least 45 minutes and records kept➤ Food storage containers – kitchen trays, kitchen stands, carts, glassware, dishes, pots, pans kitchen utensils, silverware and eating utensils to be sanitised before and after every use.➤ All Food and Beverage items being prepared and transferred to another individual staff or guest will be done using contactless method as much as possible➤ All condiments will be served in single use containers and must be sanitised after each use.➤ All kitchen areas in use will be deep cleaned and sanitised every evening with appropriate time for disinfection.➤ Food being delivered to individual rooms to be covered and set on tables outside the room. Guests are notified of delivery. Waiters should not have contact with guest during delivery.➤ After finishing the guest is requested to notify reception or appropriate department when finished.	
6	BEAUTY FACILITIES	
	<ul style="list-style-type: none">• Massage and Other Services<ul style="list-style-type: none">➤ Guests will be advised to schedule beauty facility appointments to ensure social distancing and safety➤ Staff to wear proper PPE and change gloves after every guest.	



	<ul style="list-style-type: none">➤ All equipment and tools must be sanitised immediately after use and in between each guest.➤ No refreshment or snacks served	
7	HIKING AND NATURE WALKS	
	<ul style="list-style-type: none">➤ All equipment will be cleaned and sanitised following proper guidelines➤ Start time will be staggered to avoid overcrowding at the start point or on the trails➤ Groups will not be larger than four (4) including the guide in order to maintain social distancing and follow the guides explanations.	
8	TRANSPORT	
	<p>a) Game Drive Vehicles</p> <ul style="list-style-type: none">➤ Game Drive vehicles to have appropriate signage that is visible. It should be cleaned and sanitised before guests enter. Areas should include:<ul style="list-style-type: none">• Door handles• Latches• Interior leather• Upholstery/vinyl	<ul style="list-style-type: none">▪ We facilitate staff living on site as far as possible. Visiting non-staff will be kept away unless due process is done.



	<ul style="list-style-type: none">• Seats and armrest• Controls and steering wheel <p>➤ The driver should wear new set of proper gloves and disposed of after every trip.</p> <p>➤ No passenger in the driver’s cabin.</p> <p>➤ Staff handling luggage are required to properly wear a new set of gloves prior to and immediately after handling luggage.</p> <p>➤ Distance between passengers should adhere to social distancing</p> <p>➤ The vehicle should be immediately be cleaned and sanitised after each use which includes drivers and passenger cabin, luggage and trunk compartments.</p> <p>b) Staff Transport</p> <p>➤ Increased number of staffs travelling on public transport creates a high risk of transmission</p> <p>➤ Majority of our staff live on site. Where staff cannot live on site private transport is encouraged or facilitated transport is arranged. The vehicles go through cleaning and sanitization after every trip</p>	
9	COVID-19 GUEST or STAFF RESPONSE	
	<p>If at any time staff are informed of a guest or fellow staff with suspected Covid -19, mild or severe symptoms, immediate response is needed. With guest consent, the following should be done:</p>	



	<ul style="list-style-type: none">➤ Inform management who will contact appropriate local health authorities➤ The health and safety officer will prepare for evacuation and all involved will ensure full and appropriate gear is used.➤ Security will clear all guests and staff not involved in the transport.➤ Once the patient has been transported from the scene, all staff in the patient's location should take of all PPE and dispose of properly following procedure recommended before leaving the area.	
10	POSITIVE GUEST ROOM DECONTAMINATION	
	<ul style="list-style-type: none">➤ In the event of suspected positive or positive case of Covid- 19, the guest room will be placed immediately under quarantine and removed from inventory.➤ If after testing the case comes back negative, the room can be turned to service. All staff entering the room will dress appropriately	<ul style="list-style-type: none">▪ The room will remain closed until decontamination is done and certified safe.
11	CONCLUSION	
	<p>We are confident that the protocols will allow us to operate safely. Our units will be among the safest places to be.</p>	