



Governors' Camp Collection  
KENYA RWANDA

## 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 AND THE GUEST EXPERIENCE

All measures implemented allow for a continuation of 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 instil 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 Organisation (WHO) recommendations, each region of operation will have:

- A Health and Safety Committee as required by local labour law requirements.
- A dedicated Training Team whose focus will be group Health & Safety policies and procedures, specifically related to COVID-19 prevention and response.
- Safety officers to oversee implementation of measures in camps and operational areas; they will also ensure all equipment/hygiene items are monitored and procurement arranged timeously.



## MANDATORY MEASURES REGARDING HYGIENE IN CAMP

### HANDWASHING

All staff across the business will adhere to mandatory measures, which will be reinforced through strategically placed signage, sanitising 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 & water for at least 20 seconds.
- If soap and running water is unavailable, using an alcohol-based hand rub with at least 60% alcohol.
- Maintaining a social distance of 1-2 metres.
- Avoiding touching eyes, nose or mouth with unwashed hands.
- Avoiding close contact with people who are sick.
- No shaking of hands.



### HAND SANITISERS

These are 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 are also provided on all activities (including vehicles, boats, balloons and guided walks) for use during activities and at sundowners drinks and picnic stops.



### PERSONAL PROTECTION EQUIPMENT

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



### HEALTH SCREENING

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



## HOUSEKEEPING



Standard cleaning measures have been enhanced, which includes:

- The use of 70% 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 in hot water.
- Deep-cleaning of guest rooms before check-in and after check-out.

## HOSTING



Caring for our guests include:

- Wiping down luggage handles with alcohol wipes prior to 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 travellers, with a dedicated waiter.
- 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, boats, balloons and walks 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 & couples will be allocated their own vehicles & guides for the duration of their stay; if sharing of vehicles, boats and balloons is required, sufficient space will be allocated.
- All game viewers and boats will be sanitised before and after activities, and hand sanitiser made available to guests.
- Communal containers will be replaced with pre-packed and sealed individual snacks for breakfast/sundowner stops.

## WELLNESS ACTIVITIES



Massage & spa: These are taking place at all properties with strict hygiene controls.

Swimming pools are being appropriately treated, while sunbathing chairs and areas are routinely cleaned and disinfected.

## 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 hand-shaking or hand-holding, following social-distance measures, etc.
- Guests must remain outdoors, and not go into community members' homes. Hand sanitiser will be readily available.

## HANDLING A SUSPECTED CASE OF COVID-19



We have an established response protocol in place, created by our medical advisors, our Camp Doctor, which is in line with local Ministry of Health requirements.

Guests are able to speak to a medical professional at all times, and our Governors' team will facilitate local medical response if needed.

## GIFT SHOPS

- Hand sanitiser will be available for customers.
- Items for sale will be disinfected on a regular basis.
- Credit card machines will be disinfected before and after each use.