



CAPE WHALE COAST TOURISM SOCIAL DISTANCING PROTOCOL

1. SIGNAGE

1.1 Signage at each public entrance of the tourism offices to inform all employees and visitors that they should:

- 1.1.1 avoid entering the building if they have COVID-19 symptoms
- 1.1.2 maintain 1.5 meter from one another
- 1.1.3 sneeze and cough into a cloth or tissue or, if not available, into one's elbow
- 1.1.4 wear face coverings, as appropriate; and not shake hands or engage in any unnecessary physical contact.

2. MEASURES TO ENSURE EMPLOYEE HEALTH

- 2.1 Employees who can carry out their work duties from home will be directed to do so
- 2.2 All employees must be told not to come to work if sick
- 2.3 Screening for COVID-19 symptoms will be conducted before employees may enter the work place.
- 2.4 Employees must wear face coverings, as appropriate
- 2.5 All desks or individual work stations must be separated by at least 1.5 meters
- 2.6 Tea rooms, bathrooms, kitchens, offices and other common areas must be disinfected frequently.
- 2.7 Disinfectant and related supplies must be made available to all employees as they are in frequent contact with visitors at the workplace.
- 2.8 Soap and water must be available to all employees.

3. MEASURES TO PREVENT CROWDS FROM GATHERING

- 3.1 Limitation must be set for the number of employees and or visitors in the buildings at any one time. This will allow for visitors and employees to easily maintain at 1.5 meters' distance from one another at all practicable times.
- 3.2 An employee must available to ensure that the maximum number of people in the building set forth above is not exceeded.

3.3 No employee or visitor will be allowed to enter a tourism office building whose temperature measures $\geq 38^{\circ}\text{C}$ (the temperature will be measured with a no-touch device such as an Infra-red thermometer). The employee monitoring the entrance will be responsible for the measure and recording of the temperature.

3.4 A visitor register must be kept of all employees and visitors entering the building. The following information must appear on the register.

- i. Name and Surname,
- ii. Physical address,
- iii. Identity number,
- iv. Contact Number.

4. MEASURES TO KEEP PEOPLE AT LEAST 1.5 METER

4.1 Signs must be placed outside the building reminding employees and customers to be 1.5 meter, apart including when in line.

4.2 The placing of tape or other markings must be at least 1.5 meters apart in customer line areas inside the building and on sidewalks at the entrances with signs directing employees and visitors to use the markings to maintain the 1.5-meter distance.

4.3 All employees must be instructed to maintain at 1.5-meter distance from people and from each other, except employees may momentarily come closer when necessary to accept delivered goods or services, or as otherwise necessary.

4.4 Place signs on the chairs (preferably plastic chairs) at the waiting areas reminding employees and customers to sit 1.5 meters apart.

4.5 Liquid or gel sanitisers must be available at all entrances.

5. MEASURES TO INCREASE SANITIZATION

5.1 Disinfecting wipes that are effective against Covid-19 to be made available at the chairs for visitors to wipe the chairs before seating. Cloth chairs are not advisable.

5.2 Employee (s) assigned to disinfect chairs and desks must do it before the opening and after closing of the office.

5.3 Hand sanitizer, soap and water or effective disinfectant must be available to the staff and visitors near the entrances and exits of the building and anywhere else where employees have direct interactions.

5.4 Disinfecting all payment portals, pens and apparatus (i.e. printers, scanners, etc.) after each use by another person.

5.5 Disinfecting all high-contact surfaces frequently.