

**The COVID-19 protocol includes but is not limited to:**

**Screening of guests** on arrival has become necessary in accordance with the national state of disaster pronounced by President Cyril Ramaphosa on 15 March 2020. Therefore, in order to prevent an infected person from checking into the hotel guests will be required to:

- complete and sign a questionnaire
- allow their temperature to be scanned with a thermal scanner

If a guest's temperature falls within the normal range and they do not show any symptoms they will be required to sanitise their hands and proceed to check-in.

If a guest's temperature is high (actual temperature at screening should not exceed 37.5 degrees Celsius) and/or they have symptoms of the virus they will be disallowed to check-in and will be referred to a medical facility.

**Educating staff** (ongoing) on what the virus is; where the disease outbreak began; ways in which it is transmitted; symptoms to look out for; and daily measures to prevent contamination and spread of viruses in personal, operational and guest spaces.

**Staff hand sanitisers** (alcohol based) have been rolled out in back of house areas (such as kitchen, office, laundry, staff restaurant and bathrooms) as well as front of house guest areas (such as reception desk, bar, restaurant, lounge, fitness room, boardroom and meeting room).

**Guest hand sanitisers** (alcohol based) are placed in easy reach of guests in public areas of the hotel with a notice encouraging regular use.

**Personal hygiene** is being reiterated, including the importance of washing hands frequently and thoroughly; avoiding touching eyes, nose and mouth; practicing respiratory hygiene (sneezing and coughing into a tissue that is safely discarded or the crook of the elbow), and avoiding touching one's face;

**Regular routine cleaning** of public areas such as restrooms, breakfast rooms, restaurants, table tops, counters, hand rails, door knobs, back office surfaces and front desk surfaces are wiped down on a regular routine throughout the day, with a polycide chemical (a disinfectant cleaner) that kills most viruses;

In addition to regular routine cleaning, we have implemented the wiping down of all surfaces with a chemical disinfectant called Surface Defense Standard Treatment, which has a lifespan of 90 days once it has been applied. It is being applied to surfaces as a sealant prior to the daily regular routine cleaning that is taking place, which includes: door handles of restrooms and guest rooms, restaurant table tops, bar counters, boardroom tables, hand rails on stairwells, buttons of lifts, speed point machines, front desk counters and entrance door handles.

**Sanitisers for security officers** at our hotel entrances have also been issued to ensure hygiene for themselves as well as all our arriving guests.

**Protective wear** such as protective gloves (and face masks as required) are issued to housekeeping and public area Guest Service Attendants when on duty and cleaning equipment with a polycide chemical (disinfectant cleaner) between guest and rest rooms.

**Avoiding close contact** with anyone who is coughing, sneezing and feverish. Anyone showing symptoms of respiratory illness to be reported to the hotel's general manager for further action to take place, such as contacting the NICD hotline.

**Breakfast** serving standards have been reviewed to replace the usual buffet with a la carte breakfast options presented to guests to avoid any instances of buffet contamination during this high alert period.

The NICD Hotline is available to all staff and guests. In the event that anyone feels ill after travelling from countries with coronavirus, the South African Department of Health advises first phoning the National Institute of Communicable Diseases (NICD) helpline rather than going straight to a medical facility, to prevent potential contamination. The NICD hotline number is 080 002 9999.

While no one can predict the path of this virus, we are continuously monitoring developments and doing all we can to reduce the risk of potential contamination or spread of disease. We thank you for choosing to stay at a City Lodge Hotel Group property and look forward to delivering on our service excellence promise.

### **City Lodge Hotel Group Quarantine Hotel Protocol**

The following protocols must be adhered to in any City Lodge Hotel Group hotel, which has been earmarked, in its entirety, as a quarantine site for returning RSA citizens that have been repatriated from other countries.

In accordance with the National State of Disaster pronounced by President Cyril Ramaphosa on 15 March 2020, arising from the rapid global spread of Covid-19, every citizen returning to the country has to undergo a 14-day mandatory quarantine in a facility determined by the government.

City Lodge Hotel Group in solidarity with government and the fight against the spread of Covid-19 will make certain hotels available for these purposes.

**Screening:** These individuals are not necessarily Covid-19 positive, but will be tested by the Department of Health on arrival and will be monitored by a nurse from the department throughout their stay. Any guest, at any time, during the quarantine period, who tests positive for Covid-19, will be removed from the hotel by the Department of Health and taken to an appropriate hospital.

Each quarantine hotel will have a resident nurse or health practitioner assigned by the Department of Health to monitor guests' health and general wellbeing and assist hotel staff. Every quarantine hotel will have security presence around the hotel in the form of SAPS, Metro Police or SANDF.

Before the hotel is ready to welcome quarantine guests, all the surfaces in the hotel are treated with Surface Defence Standard Treatment (SDST). This product protects surfaces to up to 90 days, when used in conjunction with daily cleaning.

**Check-In:** In respect to official quarantine hotels, the City Lodge Hotel Group Guest Screening protocol is not required. The function of screening in these instances is the responsibility of the Department of Health.

Every individual before even arriving at the hotel, either at the airport, harbour or land border, completes a questionnaire, has their temperatures taken and is being tested for Covid-19. The onsite nurse does the monitoring of guests, like daily temperature readings

and general wellness checks of each person in quarantine. Staff will also be monitored and tested in the same way.

This is for official quarantine hotels only.

**Guest behaviour:** Guests that are quarantining in a hotel are required to remain in their rooms and may not freely walk in public areas at any time. The hotel fitness room may not be used. According to a pre-determined schedule, guests will be allowed to leave their rooms once a day for fifteen minutes, in a staggered manner and in a pre-determined area. Social distancing protocols must be adhered to during this time.

Should any guest not adhere to these protocols, the SAPS and the Department of Health will be notified and swift action will be taken. Transgressions cannot be allowed under any circumstances.

**Room cleaning:** Guests are required to change their own linen and will be requested to clean their own rooms daily. The hotel staff will clean and sanitise each room, every three days, excluding linen changes.

Where guests have checked out, departed rooms are cleaned and sanitised and as far as is possible remain unoccupied for three days before the room is cleaned.

**Laundry:** Linen and terry (towels) are washed on the hottest wash cycle at 80°C. All the linen is ironed on a hot setting. Towels are tumble-dried until fully dry and hot enough to kill any potential viral matter.

**Food and Beverage:** The sale or public consumption of liquor during the national lockdown is strictly prohibited in line with the Disaster Management Act of 2002.

Meals are delivered to the hotel fully prepared and packaged. Used crockery and cutlery are placed in the dishwasher and washed at the highest temperature as per FCS standard.

**Delivery and acceptance of goods:** All goods are received outside the hotel and delivery personnel are not allowed to enter the hotel under any circumstances.

Following receipt of goods, the packaging is sprayed and wiped down with Polycide and left for a minimum of five minutes before packaging is opened.

All surfaces that come into contact with delivered goods must be sanitised immediately.

### **City Lodge Hotel Group - Accommodating Essential Services Protocol**

The following protocols must be adhered to in any City Lodge Hotel Group hotel, which has been booked, in part or in its entirety, as assisting essential service workers with accommodation during the lockdown.

In accordance with the National State of Disaster pronounced by President Cyril Ramaphosa on 15 March 2020, arising from the rapid global spread of Covid-19, essential services may continue to supply goods and services and therefore companies and/or hospitals are looking for geographically suitable accommodation for their workforce.

City Lodge Hotel Group in solidarity with government and the fight against the spread of Covid-19 will make certain hotels available for these purposes.

**Screening:** These individuals are not necessarily Covid-19 positive, but must be screened on arrival in accordance with the City Lodge Hotel Group screening procedure. Every time a guest returns to the hotel, their temperatures are taken and recorded. The same is to be done for working City Lodge Hotel Group staff.

In order to prevent an infected person from checking into the hotel guests will be required to:

- complete and sign a questionnaire
- allow their temperature to be scanned with a thermal scanner

If a guest's temperature falls within the normal range and they do not show any symptoms they will be required to sanitise their hands and proceed to check-in.

If a guest's temperature is high (actual temperature at screening should not exceed 37.5 degrees Celsius) and/or they have symptoms of the virus they will be disallowed to check-in and will be referred to a medical facility.

**Check-In:** All items on the front desk (pen, registration form and room key card) and the receptionists hands are sanitised, in front of the arriving guest, prior to any guest interaction. Guests are required to sanitise hands and credit cards, prior to interaction. The speed point machine is sanitised before and after every use. No cash will be accepted during this time. Credit card and cleared EFT payments only.

Only one receptionist may be present behind the reception desk and guests awaiting check-in are to observe social distancing.

**Guest behaviour:** Guests are allowed to leave their rooms to go to their respective places of work and return, but may not freely walk or congregate in public areas at any time. The hotel fitness room and public facilities may not be used. When not at work, according to a pre-determined schedule, guests will be allowed to leave their rooms once a day for fifteen minutes, in a staggered manner and in a pre-determined area. Social distancing protocols must be adhered to during this time.

**Room cleaning:** The hotel staff clean each room every two days and exchange linen every three days.

Where guests have checked out, departed rooms are cleaned and sanitised.

**Laundry:** Linen and terry (towels) are washed on the hottest wash cycle at 80°C. All the linen is ironed on a hot setting. Towels are tumble-dried until fully dry and hot enough to kill any potential viral matter.

**Food and Beverage:** The sale or public consumption of liquor during the national lockdown is strictly prohibited in line with the Disaster Management Act of 2002.

Meals are delivered to the hotel fully prepared and packaged. Used crockery and cutlery are placed in the dishwasher and washed at the highest temperature as per FCS standard.

**Delivery and acceptance of goods:** All goods are received outside the hotel and delivery personnel are not allowed to enter the hotel under any circumstances. Following receipt of goods, the packaging is sprayed and wiped down with Polycide and left for a minimum of five minutes before packaging is opened.

All surfaces that come into contact with delivered goods must be sanitised immediately.

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