



SAFETY MEASURES AGAINST COVID-19



DIVERSEY FOR GOLD ZANZIBAR

Gold Zanzibar in partnership with Diversey, leader in providing smart sustainable solutions for cleaning and hygiene, is committed to meet the highest international standards of hygiene and sanitation.



RESERVATIONS

- ✓ Guests are required to complete entrance Visa on-line and prior arrival. (<https://eservices.immigration.go.tz/visa/>)
- ✓ For all pre-booked Guests scanned Passport and Visa copies would be collected before arrival to reduce contact during check in.
- ✓ All confirmation mails would carry the safety measures taken by the resort & expectations from the Guests against the COVID-19.
- ✓ The Hotel will send to Guests a disclaimer mentioning the resort right to refuse or take necessary actions required for the Guests found unfit on arrival



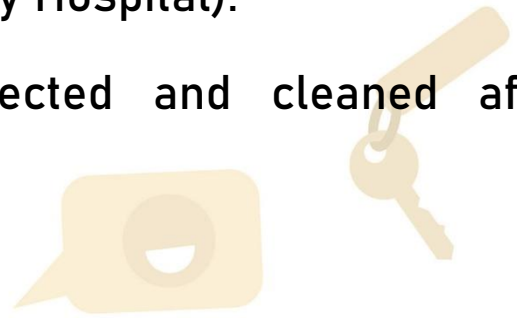
GUESTS' TRANSPORT

- ✓ The car will be disinfected before & after every arrival.
- ✓ The driver receiving Guests would be wearing protective gear such as mask and gloves.
- ✓ The driver after receiving Guests would provide hand sanitizers to them.
- ✓ Driver will be instructed to limit conversations to minimal.
- ✓ Guests instructions to be placed on the back seat; the information booklet will cover all the steps being taken by the hotel for safety and sanitization along with the operational norms for restaurants, room service, housekeeping & laundry procedures.



ENTRANCE

- ✓ Temperature checks at entrance would be mandatory & would be recorded in Registration Card.
- ✓ Guests running a temperature of more than 99°F/ 37,5 °C would be politely asked to return or would be directed to the closest hospital/medical facility (North Valley Hospital).
- ✓ Guests' luggage would be disinfected and cleaned after informing them.



RECEPTION

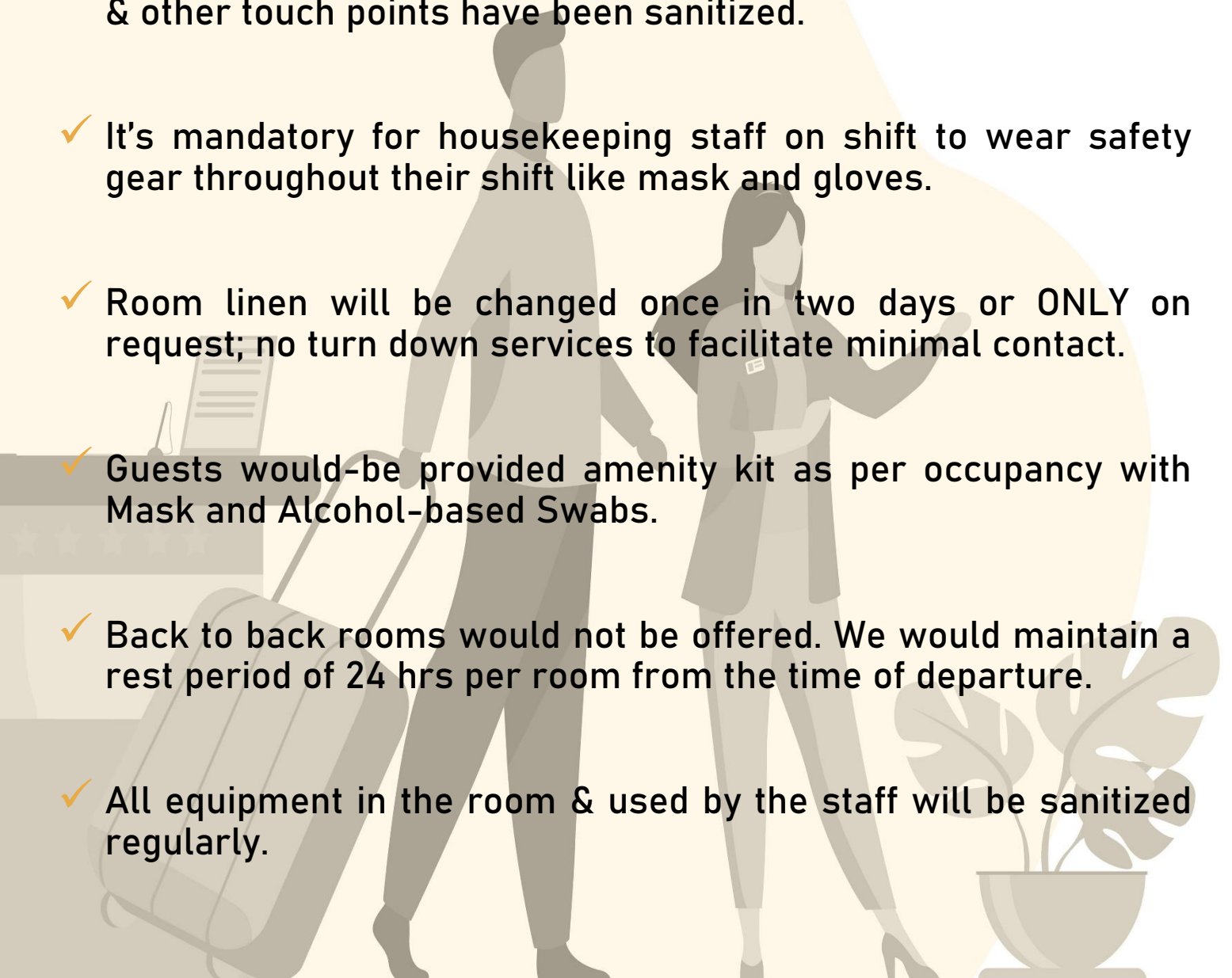
- ✓ Guests would be briefed about the safety, hygiene and other instructions as per the new standards.
- ✓ The couches in the lobby would be placed at distances for Guests' waiting.
- ✓ Wearing masks & gloves mandatory.
- ✓ Sanitizers would be placed on Guests' relation and Concierge & Reception desk for Guests' & Staff to use.
- ✓ Keep paper, envelopes and all equipment sanitized & stored in the drawers or in the back area.
- ✓ Workstations will be sanitized after every Guests' visit.
- ✓ Keep alcohol swabs which Guests can use with sanitizer to clean their phone or credit cards.





GUESTS ROOMS

- ✓ Signage with information on sanitization norms will be placed in each room.
- ✓ Due to Social Distancing norms, alternate rooms would be allocated, or rooms would be left vacant in between two occupied rooms based on occupancy levels.
- ✓ Staff would inform Guests about all details of how the rooms are sanitized at regular intervals. Information to say the room & other touch points have been sanitized.
- ✓ It's mandatory for housekeeping staff on shift to wear safety gear throughout their shift like mask and gloves.
- ✓ Room linen will be changed once in two days or ONLY on request; no turn down services to facilitate minimal contact.
- ✓ Guests would-be provided amenity kit as per occupancy with Mask and Alcohol-based Swabs.
- ✓ Back to back rooms would not be offered. We would maintain a rest period of 24 hrs per room from the time of departure.
- ✓ All equipment in the room & used by the staff will be sanitized regularly.





RESTAURANTS

- ✓ Number of tables would be reduced to half & would be placed at a distance to maintain Social Distancing norms.
- ✓ The dining time in the restaurant would extend depending on the occupancy & requirement.
- ✓ Table booking would be mandatory for breakfast, lunch & dinner.
- ✓ Guests' would be given an option of either TDH or 'a la carte if they wish to avoid buffets.
- ✓ Limited Buffets to be set up keeping food safe. Restaurant staff will serve food as per Guests' selection on the table.
- ✓ Staff would be trained for minimal contact/communication during service.
- ✓ All staff to ensure the wearing of masks & gloves.
- ✓ Use disposable napkins which are pre-packed.
- ✓ Sanitizers would be placed at the restaurants entrance for Guests to use.



POOL & GYM

- ✓ Pool and gym area would be operational keeping highest sanitization standards with materials provided by our partner Diversey.
- ✓ Yoga, Pilates and other activities will be implementing maintaining Social Distancing norms.
- ✓ Maximum 02 Guests to be allowed at the Gym at the same time.





MEETINGS

- ✓ In case Guests require a meeting area, keep enough space between tables & chairs.
- ✓ Limit the number of Guests in the area based on the maximum allowed.
- ✓ Disinfect each desk, equipment and work area after the Guests has moved out.



CHECK-OUT

- ✓ Departure calls to be made a day advance to check the time of departure & vehicle requirement.
- ✓ Bills to be delivered in the room 1 day before check-out to avoid crowding at reception.
- ✓ Provide sanitizers and other swabs in case the Guests requires.



OTHER GUIDELINES

- ✓ All indoor areas such as entrance lobbies, corridors and staircases, security guard booths, office rooms, meeting rooms, cafeteria should be mopped with a medical-grade disinfectant.
- ✓ For metallic surfaces like door handles, security locks, keys etc. 70% alcohol-based sanitizer should be used to wipe down surfaces where the use of bleach is not suitable.
- ✓ The WHO, local state & central government health authorities' guidelines have been followed.



EMPLOYEE TRANSPORT

- ✓ The staff bus will be organized till the COVID-19 situation prevails maintaining social distancing norms.
- ✓ Temperature check would be mandatory for all employees before boarding the bus. The same to be maintained in a register.
- ✓ Some Associates to be allowed to stay in the hotel, keeping in mind the Occupancy levels & requirement.



CLOCK-IN

- ✓ Employee to stay at home in case they have any symptoms of flu or are not feeling well.
- ✓ Manual attendance will be maintained by the respective areas.
- ✓ Temperature check for all employee on clocking into the premises of the hotel. Staff running temperature more than 98.6° F will be sent back home.
- ✓ Any employee returning to work after illness would be allowed only after presenting of authorized medical certificate of fit to work by the government hospital.



EMPLOYEE UNIFORM

- ✓ Uniform has to be changed every day without fail. Uniforms will be sanitized properly; steam press or heat iron will be used.
- ✓ Associates will be given masks and gloves as part of the uniform across all departments. All employees to maintain Social Distancing during the uniform exchange.



EMPLOYEE TOOLS

- ✓ Proper tools and gears for Associates would be provided which would include masks, gloves and also tools in various departments which shall minimize human touch.
- ✓ Use disposable masks only.
- ✓ Associates to wear disinfected & clean gloves at all times.
- ✓ Associates to isolate themselves in case they have any symptoms of cold or flu and have to inform the supervisor immediately.

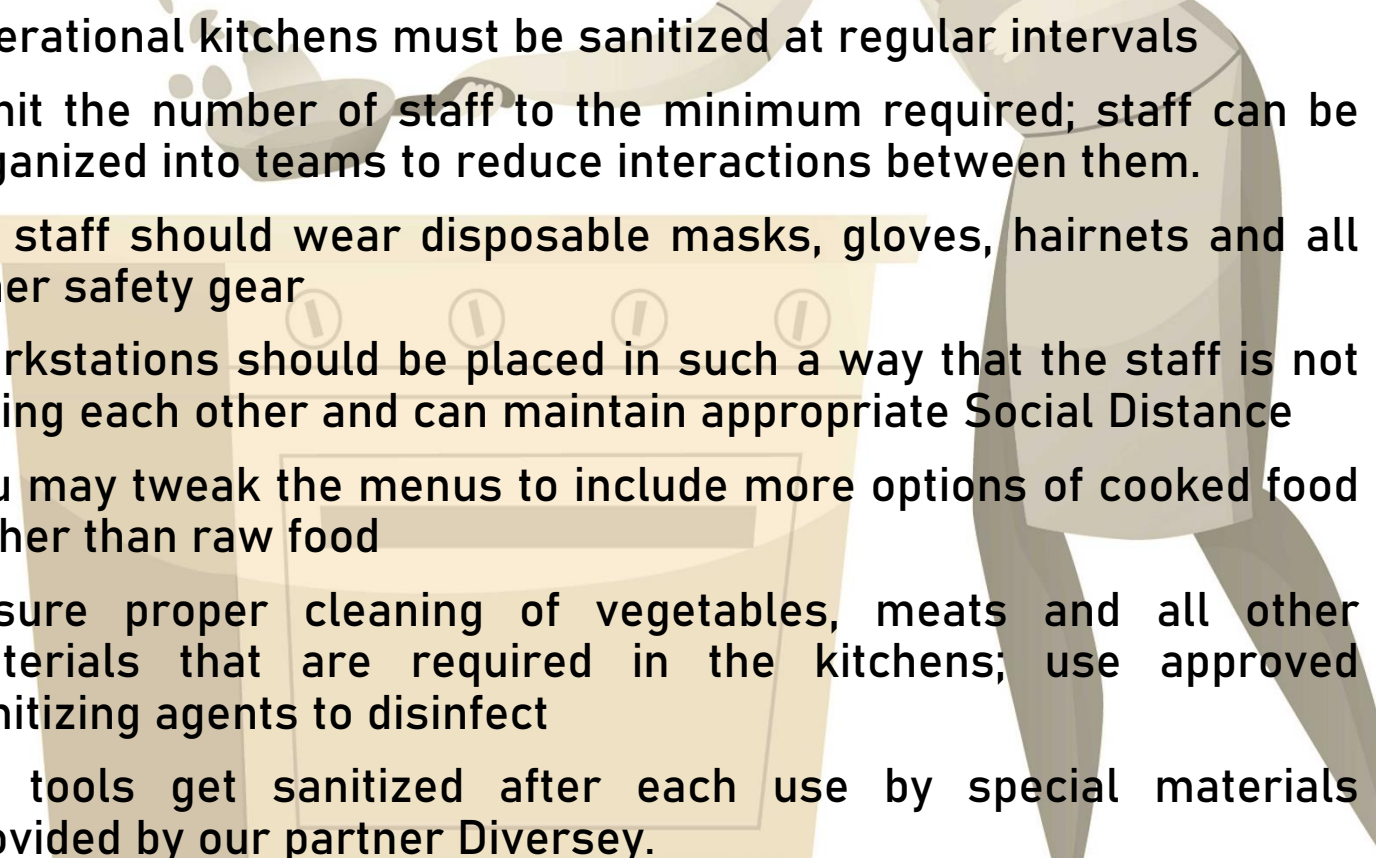


EMPLOYEE DINING

- ✓ The overall timing of the staff cafe to be increased. Department to be given a quota to maintain social distancing.



KITCHEN

- ✓ Operational kitchens must be sanitized at regular intervals
 - ✓ Limit the number of staff to the minimum required; staff can be organized into teams to reduce interactions between them.
 - ✓ All staff should wear disposable masks, gloves, hairnets and all other safety gear
 - ✓ Workstations should be placed in such a way that the staff is not facing each other and can maintain appropriate Social Distance
 - ✓ You may tweak the menus to include more options of cooked food rather than raw food
 - ✓ Ensure proper cleaning of vegetables, meats and all other materials that are required in the kitchens; use approved sanitizing agents to disinfect
 - ✓ All tools get sanitized after each use by special materials provided by our partner Diversey.
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RECEIVING TOOLS

- ✓ Vendors should not be allowed to enter beyond the arrival area under any circumstances.
- ✓ Proper cleaning procedures for items being received.
- ✓ Quarantine & date inside the stores.
- ✓ All supplies refrigerators to be fully sanitized before entering the stores and ensure the area is sanitized at regular intervals.
- ✓ We have collaborated with Diversey to provide all sanitizing agents.
- ✓ Vendors have been advised on how we will accept goods and how their staff should arrive with necessary protective gear.



SPA

- ✓ The Spa will undergo a deep cleaning and complete sanitizing process before reopening which will involve reevaluating equipment and products, as well thoroughly disinfecting all facilities, rooms, surfaces and equipment throughout the entire Spa.
- ✓ Therapists have to wear masks compulsory & have a minimum conversation in the massage room.
- ✓ Couple massages would not be allowed.
- ✓ The Spa Manager will take full responsibility for implementing strict policies, ensuring that it is safe to work in the facility & that facilities are always thoroughly sanitized, and that daily treatment protocols are adhered to.
- ✓ Any additional protocol with regards to the spa from Healing Earth would be followed.

EMPLOYEE CLINIC

- ✓ Ensure regular health check-ups for employees; can have a well-equipped clinic operational within the hotel premises with a health partner.
- ✓ Have proper PPE equipment for the Safety Team in case of any requirements, train the Safety Team to handle and wear disposable PEE equipment in case they have to evacuate a potential suspected case.
- ✓ Check all employee temperatures twice a day.

EMPLOYEE TRAINING

- ✓ We are collaborating with Diversey for hygiene and cleaning related training.
- ✓ Health Ministry has also been contacted for training.
- ✓ Covid-19 response team has been set up to check all process are implemented and respective departments are implementing the same, team will report to Human Resources.

