

# COVID 19 SAFETY (Clients) STANDARD OPERATING PROCEDURE



"In the Heart of Rhino Territory"

## Risk Factors

- Completing main gate entry book and indemnity forms
- Payments at the reception / Front of house
- Taking photos with guides / rangers / staff
- Staff shaking hands with clients / social distancing
- Clients tipping staff
- Purchasing from bar
- Clients using public bathrooms

## Client & Staff Safety

- All visitors incl drivers are to disembark vehicle and wash their hands outside of Main Gate; and when arriving at Amuka lodge.
- All International Visitors are to hand over their COVID 19 certificate for photocopying;
- All EA residents are to hand over their Passport or Company ID for photocopying;
- All Ugandan Citizens are to hand over their National ID or Driver's license for photocopying;
- **If you do not have any of the above you will not be allowed entry into the sanctuary;**
- Main gate staff to handle and complete all registers themselves (there will be no physical contact between client, driver and registry books/pens etc);
- All visitors are to give clear and honest information at main gate for the COVID 19 register;
- All visitors including drivers are to have a mask. If they do not have their own, Main Gate is to sell them one at a cost;
- All visitors incl drivers temperature will be taken and recorded at main gate before entry is allowed (If someone has a temperature, above 37.9 deg that vehicle is not allowed entry the sanctuary);
- All vehicles entering the sanctuary should have sanitizer inside (sanitizers will be available at main gate to sell at a cost to the client);
- No physical contact is to be made with any visitor incl drivers;
- All visitors incl drivers are to wash their hands and use sanitizer at nominated points, including but not necessarily limited to, main gate, reception, Amuka front of house (prior to signing waiver).
- RFU garbage disposal bags will be issued at Main Gate to all vehicles; use of garbage bags is mandatory on the sanctuary; garbage bags to be left at Main gate upon exit for disposal by RFU (littering on the sanctuary will not be tolerated);
- Taking of selfie's with guides / field rangers or any staff is prohibited;
- Shaking of hands or touching any person is prohibited – maintain social distancing;
- Spitting, sharing of water bottles, eating utensils or food is prohibited;
- Visitors incl drivers are to wash hands thoroughly with soap for twenty seconds and use sanitizer immediately prior to signing indemnity form, and handing money over to the Amuka front of house staff.
- Front of house staff or any other staff member must wear a mask & gloves while dealing with visitors incl drivers and while receiving money;

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- Front of house and kitchen staff are to disinfect their work areas and hands after dealing with every visitor incl drivers;
- Staff are not allowed to enter client's vehicle's, they must use company transport.
- All staff must wear a face masks and gloves while interacting with visitors, drivers, administration or other staff;
- All staff must maintain social distancing at all times ( 2 meters ).
- All staff are to wash their hands and sanitize at lodge before entering any offices or before interacting with any visitors or drivers;
- Toilet seat and hand basin to be washed and sanitized after every use;
- All visitors to the sanctuary, including drivers, are subject to a sanctuary-wide curfew of 7pm; all visitors including drivers must be either in their rooms or securely within in a sanctuary facility (i.e. restaurant) by this time;
- Any visitor or driver wishing to leave a restaurant/bar facility to return to their rooms after this time must be accompanied by an appropriate member of staff;
- Should RFU perceive there to be an elevated risk to visitors or drivers due to the presence of rhinos in the immediate vicinity, visitors/drivers may be instructed to return to their rooms under RFU escort, for their own safety;
- Staff will assist with client's luggage if requested, or clients can take of luggage to room's if they so wish.
- Anybody entering the property, for whatever reason, should abide by the above SOPs.