Management of ZanziResort has adopted a responsible attitude to address the health threat of COVID-19. ZanziResort protocols and procedures are developed in line with 1) Operational considerations for COVID-19 management in the accommodation sector by the WHO, and 2) Standard Operating Protocols for COVID-19 outbreak for tourism industry by the Zanzibar Commission for Tourism and 3) National Standard Operating Procedures for the Management of the Covid-19 in the tourism business operations by the Ministry of Natural Resources and Tourism of U.R. of Tanzania. General principles of our preventive strategy embraces specific protocols for each department with focus on crucial aspects—the lodging of guests in along with the services this entails (food and beverage, cleaning, activity organization, etc.)—and the interactions specific to these establishments (guest-guest, guest-staff, and staff-staff) that require specific attention. ZanziResort Health and Safety Protocols may be updated when necessary as a consequence of new guidance, proce-
Access Point/Main Entrance

- All drivers are only be allowed to enter wearing a mask.
- Sanitizers, tissues, extra masks and handwash are be available 24hrs for all visitors.
- Driver must either wash hands or sanitize at the gate before entering the Resort.
- Security wear appropriate PPE including masks and gloves at all time.
  - Security wash hands regularly or use sanitizers.
  - Security maintain social distance with other staff members, guests and all the visitors.
- Only 2 Security officers are posted at the gate per shift.
- Security are well trained on the Health & Safety protocols.
- Security have emergency contact details at the gate.
Front Office/Guests Relations:

- Reception desk staff are trained and capable of informing guests who inquire about the ZanziResort’s policy in terms of the preventive measures established or other services that guests may require (for example, medical and pharmacy services available in the area).

- Reception desk staff are not older or with underlying health conditions.

- Reception desk staff are trained to take all necessary precautions, including using of the PPE and physical distancing.

- The reception desk has immediately available the telephone numbers of the health authorities, medical centres, public and private hospitals, and assistance centres for use whenever there is the possibility that a guest may be ill.

- Guest relations officer wear appropriate PPE (Mask and gloves at all time)

  - Guest relations officer has a sanitizer on arrival for the guests.

- Guest relations officers will measure guests’ temperatures and record (using infrared thermometer). Guests’ temperature will be monitored daily throughout their stay.

- Check in will be done either outside the front office or the main restaurant. Limits of maximum 2pax during check in will be maintained (except for the groups more than 2, traveling together).

- Check in process, including general introduction tour, will be done promptly. Most of the information about the resort and its facilities will provided in form of leaflets and directories available in the rooms.

- Registration and Immigration (departure) forms will be placed in the rooms for the guests to fill when checking out.
- Sufficient information with regards to COVID-19 will be provided to the guests regularly as well as the Global and Zanzi Resort Health & Safety protocols to follow during their stay.

- Reception desk has a medical kit that includes the following items: Germicidal disinfectant/wipes for surface cleaning tissues; face/eye masks (separate or combined, face shield, goggles); gloves (disposable); protective apron (disposable); full-length long-sleeved gown; biohazard disposable waste bag.

- Extra sanitizer, gloves and masks are available at the front office.

- Distance when communicating with guests will be maintained. Social distancing includes refraining from hugging, kissing, or shaking hands with guests as well as among staff. It involves maintaining a distance of at least 1 m (3 ft) and avoiding anyone who is coughing or sneezing.

- Guests will be encouraged to book indoor activities or excursions via phone.

- While observing regulations in relation to the protection of personal data and the right to privacy, potentially ill guests will be monitored. Any guests showing COVID symptoms will be immediately reported and encouraged to remain in their rooms until a doctor has diagnosed them accordingly.

- Cash handling will be minimized, preferred payment method will be online payments. However, if guests insist on paying cash, necessarily hand sanitizing procedures will be followed.

- Guests will be informed of the additional charges as well as requested credit card details for payment verifications and emergency as well as the guests emergency contact details.

- The front office is regularly deep cleaned (daily or if necessarily several times a day) by using disinfectant.

- All meetings with the guests will be held outside at the open air office while maintaining social distancing.

- Guests won’t be allowed to touch any items at the Boutique Shop without gloves.
All ZanziResort staff has undergone rigorous educational and training sessions. Each staff member is strictly complying with developed by ZanziResort Health and Safety Protocols.

- Minimum number of employees needed to resume critical hotel operations been determined.
- Short documents with basic protective measures have been disseminated across the staff. (Annex A)
- Informative posters in English and Swahili have been placed in the staff areas (Annex B)
- Educational videos have been demonstrated to all the staff.
- Face to face training on personal and guests’ health and safety principles have been conducted with the reputable medical facility (Wajamama - the first wellness center in Zanzibar dedicated to disease prevention and health promotion). Pertinent certificates have been obtained (Annex C)
Kitchen

- Must wear appropriate PPE including masks and gloves at all time when preparing the food
- Must ensure the food stays warm when being delivered to the guests
- Maintain distance when cooking as well as from other staff members at all time
- No staff member is authorized to enter the kitchen except for the authorized staff
- Always use hot water when washing dishes
- Wash hands regularly
- Ensure the kitchen working space is deep cleaned daily using disinfectant. Specifically, the fridge, tables, microwave, ovens, stores etc.

Restaurant

- Waiters must wear appropriate PPE including masks and gloves at all times including Service.
- Restaurant/bar staff should perform personal hygiene (frequent regular hand washing, cough hygiene) as strictly as possible
- Only provide room service or private Jetty/Beach dinner during service
- Offer regular ginger tea to guests in order to help boost immunity
- Room service should be left outside the door way, same applies during clearance (waiters may not enter the room during the guests stay)
- Encourage guests to leave used dishes outside the door for clearance
- Maintain social distance with guests as well as staff members
- Ensure the working space is deep cleaned daily using disinfectant. Specifically, the counter area, fridges, cellar, food warmer and the cart.
- Close minibar and only provide drinks upon guests’ request.
Housekeeping

- Enhanced hygiene services are implemented. Special consideration is given to the application of cleaning and disinfection measures in common areas.
- Housekeeping wear appropriate PPE including masks and gloves during cleaning rooms.
- Housekeeping deep clean the rooms twice per day using disinfectant.
- Toilet, handwashing basin, bidet and shower are cleaned with a regular household disinfectant solution containing 0.1% sodium hypochlorite. Surfaces are rinsed with clean water after 10 minutes contact time for chlorine.
- When use of bleach is not suitable, e.g. telephone, remote control equipment, door handlings, etc. then alcohol 70% is used.
- Each room has 2 copies of Zanzi Resort Health & Safety protocols for the guests.
- Housekeeping only clean the room when guests are outside or in the pool area.
- There is always enough masks, gloves and hand sanitizers in the rooms for the guests use.
- Cleaning materials that are used daily are either disposable or re-use only after soaked in with 0.5% sodium hypochlorite solution.
• An adequate supply of clean towels, tissues and handwash in ensured.

• Pens and notepads are removed from the rooms and kept at the front office and provide to the guests upon guests.

• All the crockery is cleaned with washing soap and hot water.

• Add disposable plastic bags on the trash cans.

• Textiles, linens, and clothes should be put in special, marked laundry bags and handled carefully to prevent raising dust, with consequent potential contamination of surrounding surfaces or people. It must be washed in hot cycles (70°C or more) with the usual detergents.

• Disposable items (hand towels, gloves, masks, tissues) should be placed in a container with a lid and disposed of according to the ZanziResort waste management.

• The room must be left empty with windows open at list 1 hours after deep cleaning.

• All rooms should be ventilated daily.

• Encourage guests to leave the dirty laundry as well as the trash bags outside the door to minimize contact.

• Ensure the working space is cleaned daily including the Linen area by using disinfectant.

• Maximum 2 housekeeping per room during cleaning.

• Maintain social distance
Public Areas

- Access to open air areas of potential social gathering is regulated on the pre-booked basis to minimize any social gathering and maintain social distancing in between guests. This applies to jetty, open air gym, communal beach, and open air Spa platform.
- Following areas of potential social gathering are temporarily closed till the further notice - restaurant and bar; closed Spa; communal pool and library.
Laundry

- Laundry attendant must wear the appropriate PPE including masks and gloves during laundry
- Always use enough soap during laundry service
  - Laundry bags must also be washed daily
  - Always separate guests’ clothes with linen items
- Always soak the linen as well as towels with disinfectant and hot water prior to washing and drying
- Practice regular hygiene including washing hands
- Maintain social distance with staff during work hours
- Avoid shaking the clothes to minimize spread of the virus
- Ensure the working space is deep cleaned daily including the washing Machines by using disinfectant.

Gardeners

- Must wear appropriate PPE including masks and disposable gloves at all time
- Maintain appropriate distance from guests and other staff members at all time.
- Only prepare the garden areas around the rooms during check in and check out dates
- Ensure the workshop and tools used daily are deep cleaned by using disinfectant.
- Wash hands more regularly
Waste Management

- Proper disposal mechanism for masks, and other protective gears that comply with recommended national health and safety standards and environmental considerations, are implemented and maintained through collaboration with the professional waste management entity.

Maintenance

- Must wear appropriate PPE including masks and disposable gloves at all time.
- Maintain appropriate distance from guests and other staff members at all time.
- In case of emergency, must request guests to leave the room before addressing the problem.
- Should always carry their own sanitizers when attending to a work order.
- Ensure that the workshop and tools used daily are deep cleaned by using disinfectant. (Including hummer, ladders etc.)
- Wash hands frequently.

Vendors/Deliveries

- Designated drop-off points established outside the property. Drop-off hours are limited to reduce exposure.
- Vendors restricted from entering the facility.
Advice on the safe use of alcohol-based hand sanitizers

- To protect yourself and others against COVID-19, clean your hands frequently and thoroughly. Use alcohol-based hand sanitizer or wash your hands with soap and water. If you use an alcohol-based hand sanitizer, make sure you use and store it carefully.
- Keep alcohol-based hand sanitizers out of children’s reach. Teach them how to apply the sanitizer and monitor its use.
- Apply a coin-sized amount on your hands. There is no need to use a large amount of the product.
- Avoid touching your eyes, mouth and nose immediately after using an alcohol-based hand sanitizer, as it can cause irritation.
- Hand sanitizers recommended to protect against COVID-19 are alcohol-based and therefore can be flammable. Do not use before
Protecting yourself and others from the spread COVID-19

- You can reduce your chances of being infected or spreading COVID-19 by taking some simple precautions:
  - Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water. Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.
  - Maintain at least 1 metre (3 feet) distance between yourself and others. Why? When someone coughs, sneezes, or speaks they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person has the disease.
  - Avoid going to crowded places. Why? Where people come together in crowds, you are more likely to come into close contact with someone that has COVID-19 and it is more difficult to maintain physical distance of 1 metre (3 feet).
  - Avoid touching eyes, nose and mouth. Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and infect you.
  - Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately and wash your hands. Why? Droplets spread virus. By following good respiratory hygiene, you protect the people around you from viruses such as cold, flu and COVID-19.
  - Stay home and self-isolate even with minor symptoms such as cough, headache, mild fever, until you recover. Have someone bring you supplies. If you need to leave your house, wear a mask to avoid infecting others. Why? Avoiding contact with others will protect them from possible COVID-19 and other viruses.
  - If you have a fever, cough and difficulty breathing, seek medical attention, but call by telephone in advance if possible and follow the directions of your local health authority. Why? National and local authorities will have the most up to date information on the situation in your area. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.
  - Keep up to date on the latest information from trusted sources, such as WHO or your local and national health authorities. Why? Local and national authorities are best placed to advise on what people in your area should be doing to protect themselves.
HOW TO WEAR A CLOTH MASK

Wear a mask when leaving home.
Wash new masks with soap & hot water before using.

1. Handle with clean hands that have been washed with soap and water.
2. Put on the mask by holding the straps without touching the inside.
3. Make sure your nose and mouth are covered well. Do not touch the mask or your eyes while wearing it.
4. When removing the mask, hold the straps. Do not touch the front of the mask.
5. Wash the mask or keep it in direct sunlight immediately after use.
6. Wash your hands with soap and water after handling your mask.

KEEP YOURSELF & OTHERS SAFE

- Social distancing is the most effective way to keep you and others safe.
- Wear a mask if you must leave your home or if you are seeking medical care.
- Wash your hands often and do not touch your eyes, nose or mouth.
INFECTION CONTROL WORKSHOP

Delivered to:

ZANZI RESORT

On 19 June 2020

Workshop objectives:

- Raising awareness and understanding of disease transmission and prevention.

- Providing the most up to date and accurate public health information from the Center for Disease Control (CDC), and countering common myths about disease transmission and infection.

- Providing education regarding the key principles of community infection control, including hand hygiene and proper hand washing, safe handling of cloths masks, the importance of physical distancing, and when and how to seek medical attention.