

HEALTH AND SAFETY COVID-19 PROCEDURES

We cannot wait to welcome guests back to our properties across Zambia, Malawi and Zimbabwe after being closed indefinitely, however we understand the need for our operations to adapt to the ongoing COVID-19 pandemic.

The following preventative measures, procedures and requirements have been put in place to ensure everyone feels safe while staying with us. Our camps and lodges are all small, ranging from 4 up to 20 guests at full capacity. Our guests spend most of their time in the great outdoors, whether dining in open air restaurants, spotting animals on open game-viewers or enjoying a glass of wine around the evening campfire. These two factors combined provide us with a strong foundation on which to build our COVID-19 protocols.

Under our current 'new normal', we are fully committed to offering incredible safari experiences, while keeping our guests, our staff and our local communities safe from COVID-19.

Our Entire Team

- Our staff have received training on all our COVID-19 operations during this time. Over and above this, refresher courses are conducted monthly to keep abreast of any new developments.
- We have put in place measures to improve efficiency, working smarter, and therefore reduce the number of staff in camp at any given time.
- Social distancing - maintain a of 1m distance from guests and other staff. Where this is not possible, keep close proximity with guests to a minimum and contactless.
- All staff temperatures will be measured and recorded at the start of each shift.
- Our staff will wear facemasks whenever and wherever they do duty in any of our camps and lodges.
- Make regular use of the additional handwashing facilities that have been put in place in strategic areas of the lodge or camp.
- All staff uniform and reusable facemasks will be laundered on site.

Over and above these requirements, each team will have its own department specific requirements as follows:

Safari Guides:

- All vehicles, including seats, seat pockets, handrails and other guide equipment like tables and chairs to be disinfected before and after each activity.
- Ensure that 70% alcohol hand sanitizer is always available for use by guides and guests.
- When doing airport transfers, to take the utmost care to ensure the safety of our guests; and to help guests, wherever possible, to navigate the airport while keeping to social distancing guidelines.

Kitchen Teams:

- All items received in the lodges and camps will be disinfected before being stocked in our stores.
- All stock rooms cleaned and disinfected once a week.
- Wherever possible, and without making an impact on the dining experience, menus will be simplified to reduce the amount of people and goods required to prepare them. Dietary requirements will still be taken into consideration.
- Unless where it otherwise makes sense, prepare all meals as plated or as individual buffets for each group in the camp or lodge.
- Make sure that snacks, whether in the common areas or on activities are packed and served for each group of guests.

Waiting Teams:

- Wherever possible, a group of guests must be served by the same waiter for the duration of their stay.
- Furniture in the common areas of our camps and lodges will spaced out accordingly.

- Place drinks bottles (water jugs, wine bottles etc.) on the table and ask guests to refill their glasses themselves.
- All tables and chairs as well as movable items in the common areas must be sanitized after each use.

Housekeeping Teams:

- Upon arrival at each lodge, luggage handles and corners will be disinfected by our team before taken to the room.
- Rooms, including all furniture, fixtures and movable items to be disinfected daily.
- Room use to be rotated as much as possible to leave the maximum amount of time between guests.
- Not to handle any personal items belonging to the guests while cleaning the room.
- Staff are to sanitise their hands whenever moving from one part of a room to another or from one room to another.

Management Teams:

- Ensure that the guidelines as set out are followed by setting a best possible example and following up with staff regularly.
- Over and above the welcome & briefings normally done in our camps and lodges, management will make sure to provide our guests with relevant information with regards to our operations and how it has been adapted.

Then we also have some expectations/requirements of our guests and trade partners to ensure we are all on the same page.

Our Valued Guests:

- Upon enquiring about our camps and lodges, guests need to be aware of the protocols as set out in this document.
- We ask our guests to look beyond the facemasks and social distancing to experience the warm and friendly welcome Robin Pope Safaris is famous for. We encourage guests to adhere to COVID-19 guidelines.
- We require guests to notify us of and not to travel if they, or anybody they have been in recent contact with, has displayed any COVID-19 symptoms in the 14 days prior their date of travel. Please consult up-to-date WHO guidelines for an explanation of these symptoms. Vouchers for future use will be offered by Robin Pope Safaris in such cases.

Our Valued Trade Partners:

- Assist our reservations team with all the necessary information required for Robin Pope Safaris to build a comprehensive contact-tracking system of guests that visited our camps.
- Make guests aware that not all activities as our advertisements are currently offered. This especially applies to village tours.
- Should guests have specific requirements to do with housekeeping and restaurant services we will happily discuss and oblige where possible.

As the response to the COVID19 pandemic is still developing, our safety protocols will continue to evolve in accordance with the local laws that govern the countries we operate in, as well as new information that comes to light from international organizations.

Despite these uncertain times, Robin Pope Safaris remains committed to positively moving forward and in offering unforgettable safari experience in our parts of the world. While the world as we know it, might never be the same again, the lessons we have learnt during these unprecedented times are invaluable, and we intend to take them in our stride as we work towards creating a better tomorrow!

Stay safe and take care!

The RPS team

