

RAINFOREST AND COMMUNITY TOURS

COVID19 GUIDELINES

Introduction:

Covid19 is an invisible enemy to humanity. We understand that it is spread through: direct contact with infected persons, contact with droplets from an infected person's cough or sneeze, touching contaminated objects or surfaces and then touching the soft parts of the body specifically on the face: Mouth, Eye and Nose.

At Rainforest and Community tours, Safety is our number one priority. All staff is evaluated by this. We have placed strict requirements in all operation procedures to reduce the risk of COVID-19 being transmitted to our guests, staff and community. We therefore strictly practice the following throughout our operations;

- Keeping a distance of at least 3 feet between persons
- Wearing our face masks
- Not practicing handshakes and hugs
- Sanitizing all commonly touched surfaces repeatedly
- Proper coughing and sneezing etiquette in the elbow

Hygiene, self-discipline and staff commitment are our strongest tool of ensuring zero space for COVID-19 in our office and on our tours. Our staff has been trained and they feel responsible both individually and as a strong disciplined team. They are working to ensure a safe, clean and smooth running environment through our hospitable operations, to meet the expectations of every guest.

How we are prepared for every trip

To ensure proper performance on this subject, we have specifically done the following on and for every trip conducted:

- Refer to a safety plan as the grand guiding tool on what to do to be safe on the trip or stay with us
- Display awareness signs at our office and in our cars
- Prior assess the hotels and all the destinations of our tours to ensure they comply with the approved covid19 SOPs and prevention standards
- Avail recommended alcohol based sanitizing liquids in all our safari cars and offices.
- Employ practices that reduce chances of making crowds or touching common surfaces
- Kindly reminding each other on the team to ensure we have collective safety
- Collect the contact details of any person attending the premises for longer than 02 minutes.

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COVID-19 SAFETY PLAN

We have identified our principal Covid-19 risk areas. These are the likely places where the spread of the virus can occur. They are:

- Meetings at the airport, briefing points and other principal place where we meet our guest, in the hotels.
- Community interactions or on the day tours
- During travel on the road sitting in the car or at the break points.

At these points, we will ensure that guests and guides meet the standard requirements of preventing covid19. Every car will be supplied with sanitizing liquid and each guest is encouraged to have their own pocket supply. The common areas on the car will be sanitized on a timely basis by the guide and or the individual guests. The driver is not encouraged to be in contact with any guest or guest property but should only stick to driving while the guide keeps close monitoring of the guests and the tour.

All hotels and community interaction points are preapproved by our safety standards staff, before the trip starts. All sites included on our trip itineraries are approved within one week before the trip takes off. Where necessary, the site managers are trained and guided on how we want the safety emphasized. A checklist is sent to them and they are required to adhere. At each hotel/ attraction stopover, the temperature of our team members will be screened and recorded upon arrival and on departure.

Our COVID-19 safety plan checklist has been completed and can be seen here (online). Our safety plan is updated on a timely basis to ensure it remains relevant and helpful enough to prevent the virus and any other relevant health emergencies. Every six months, we will review our covid19 safety plan to ensure it has remained relevant.

COVID-19 Safety Supervisors:

The general manager is the COVID19 safety supervisor of Rainforest and Community Tours. The work of the safety supervisor is to facilitate the implementation of the business's COVID-19 Safety Plan. Any person in this position will be given proper training on the pandemic and management of the virus.

The current supervisor has taken training with an expert coach from PUM Netherlands, trained on the literature and guidelines provided by the Uganda ministry of health and other online materials.

The safety supervisor works with a diverse team of staff and links the business to the local government Covid19 task team (legal and health experts) to ensure the business efforts are complete and sufficient. All guides have been trained and are kept abreast of the status of the pandemic. This is also to ensure that the guides have full knowledge and capacity of managing safe operations during every safari.

Collection of contact details:

We are collecting all contacts of all guests and persons taking our tours, visiting our offices or staying at our lodges. The collected information includes:

- Full names
- Contact number (active phone number)
- Date and time of entry into the business
- Where guests are coming from and where they are heading after (lodge guests)

For families or groups of children, one contact phone number of the leading adult will be taken per case

We know that personal data requires a high level of privacy. The contact information is collected securely and kept for 30 days. Afterwards it is destroyed appropriately.

Contactless Check In and information collection:

All our lodge guests are encouraged to use contactless check in. This system has been designed to collect all the required contact information. For this case, no paper recording will be required for this category of guests. A like online information collection platform has been created for all safari guests. Use of contactless information collection will reduce the chances of physical contact and will enhance the security of the information. We are also glad to mention that this enhances our sustainability when we save paper usage.

Protection for self and others:

We have reviewed all aspects of our operation that may increase the risk of COVID-19 transmission. This will allow us to apply practical measures to reduce risk of infection between staff, guest and the general public. This effort further empowers individuals to protect themselves and other members of the team.

Hygiene practices:

We provide constant training to staff on hygiene practices and any procedural changes that have been implemented to avoid spread of the virus.

At our lodges and on our tours we:

- Provide hand sanitizer to participants on the move and hand washing facilities at the lodges with sanitizers in the strategic places around the lodge.
- We have reduced the number of participants per excursion to ensure we meet both the interpretation and hygiene goals.
- Encourage participants to bring their own hand sanitizer on remote tours
- Place signage around tour vehicles / vessels to remind staff and passengers to maintain hygiene practices and the COVID19 standard operating procedures (SOPs).

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- Ask participants when they book and when they arrive at a tour to present a test certificate and any other legal documentation based on WHO standards in both the origin and destination countries.
- All guides on multiday safari (5 days and above) are subjected to the Covid19 testing one day before the safari begins.
- Any staff member who is unwell with symptoms such as sore throat, runny or blocked nose, coughing or sneezing should not attend work.

On tour participants and guides must:

- Wash their hands frequently with soap and water or use hand sanitizer at the beginning, during and end of a tour, after going to the bathroom, before and after eating and after touching your face or hair
- Avoid touching their eyes, mouth and nose as much as possible
- Stay at home and not attend tours, for any participant who is unwell with symptoms such as sore throat, runny or blocked nose, coughing or sneezing.

Information for staff

Staff members and volunteers do not attend work if they are unwell and managers are encouraged to advise them to go home if unwell and they are still getting their work benefits in that case.

Staff are encouraged and trained to guide or advise guests on how to adhere to the destination Covid19 standard operating procedures. We advise our guests to accept this advise from the staff and volunteers.

Customers/attendees with a suspected communicable disease (showing symptoms including coughing, sneezing or flu-like symptoms) are advised not to attend activities or services. If this condition gets worse, they will be isolated in the designated guestrooms until the health practitioners can give their medical advice.

Wearing of gloves

All cleaning staff is encouraged to wear plastic gloves during the washing or sanitizing processes. It is important to change gloves regularly between activities and wash hands thoroughly between changing gloves to prevent contamination from used gloves onto the fresh gloves.

Washing hands regularly or using hand sanitizer will offer more protection against COVID-19 than wearing gloves. This is why we don't encourage guests and none cleaning staff to take this option than putting on gloves. However, guest or staff is free to put on gloves any time, as long as they will be able to handle the glove related requirements and recommendations through the stay and safari.