

We are aware of the rapidly changing environment regarding COVID-19, so the protocols laid out below are subject to amendment as and when new information is available or processes change.

## CAMPS AND THE GUEST EXPERIENCE

All measures implemented allow for a continuation of care process. By managing the whole journey, we are able to ensure that guests are taken care of every step of the way, in line with our stringent health and cleanliness standards.

## RESUMING OPERATIONS AND WELCOMING BACK OUR GUESTS

By laying out a best practice protocol across our business, we wish to instil trust in our staff, guests, agents and partners that we are providing a safe and healthy space for travel.

## TASK TEAM ON THE GROUND

Adhering to World Health Organisation (WHO) recommendations, each region of operation will have:

- A Health and Safety Committee as required by local labour law requirements
- A dedicated Training Team whose focus will be group Health & Safety policies and procedures, specifically related to COVID-19 prevention and response
- Safety officers to oversee implementation of measures in camps and operational areas; they will also ensure all equipment/hygiene items are monitored and procurement arranged timeously



## MANDATORY MEASURES REGARDING HYGIENE

### HANDWASHING



All staff across the business will adhere to mandatory measures, which will be reinforced through strategically placed signage, sanitising products, training and oversight.

The Golden Rule to prevent exposure to COVID-19 risks as well as other viral or bacterial illnesses includes:

- Frequently washing hands with soap and water for at least 20 seconds
- If soap and running water is unavailable, using an alcohol-based hand rub
- Observing physical distancing of 1-2 metres
- Avoiding touching eyes, nose or mouth with unwashed hands
- Avoiding close contact with people who are sick
- No shaking of hands

### HAND SANITISERS

These will be placed, and easily visible, in all public areas (reception, bar and dining, lounge and bathroom areas) for both guest and staff use, as well as in all guest rooms. They will also be provided on all activities (including vehicles, boats, mekoro and guided walks) for use during activities and at drinks and coffee stops.

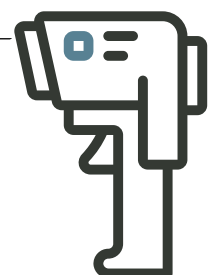


### PERSONAL PROTECTION EQUIPMENT

This will be available and worn in adherence with government regulations.

### HEALTH SCREENING

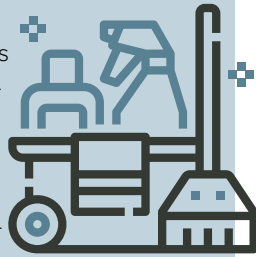
This will be carried out for both staff and guests in line with health and government guidelines.



## HOUSEKEEPING

Standard cleaning measures will be enhanced, which will include:

- The use of alcohol-based disinfectants, as well as environmentally-friendly yet effective detergents
- Wearing gloves while cleaning
- Regular cleaning of all public areas and bathrooms
- Laundry placed in laundry bags and washed on a hot cycle
- Deep-cleaning of guest rooms before check-in and after check-out
- Appropriate disposal of waste material



## HOSTING

Caring for our guests will include:

- Wiping down luggage handles with alcohol wipes prior to and after taking these to the guests' rooms
- Allocating separate tables per couple, family or travel group, at a reasonable distance from each other
- Staggering meals or providing different locations to limit exposure to other groups of travellers, with a dedicated waiter or butler
- Handling food, crockery and glassware at the same professionally high standard and in line with catering guidelines
- Discontinuing buffet-style dining for the time being

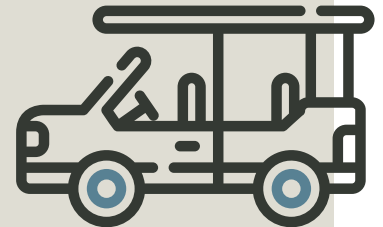


## SAFARI ACTIVITIES

Due to these being open-air activities, game drives, boats, mekoro and quad bikes are considered low risk from a COVID-19 perspective, safe and unlikely to result in passing on respiratory airborne germs:

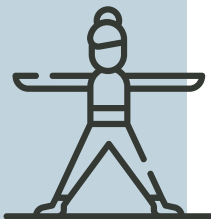
- Where possible, families, tour groups and couples will be allocated their own vehicles and guides for the duration of their stay; if sharing of vehicles/boats is required, sufficient space will be allocated

- All game viewers and boats will be sanitised before and after activities, and hand sanitiser made available to guests
- Communal containers will be replaced with pre-packed and sealed individual snacks for breakfast/sundowner stops



## WELLNESS ACTIVITIES

- Massage therapy will be introduced subject to government guidelines
- In-room yoga mats and weights are available at a number of camps, and will be sanitised as part of the cleaning process
- Hand sanitiser and alcohol wipes will be provided in our gyms, and regular cleaning will take place, with laundry baskets provided for towels
- Swimming pools will be appropriately treated, while sunbathing chairs and areas will be routinely cleaned and disinfected



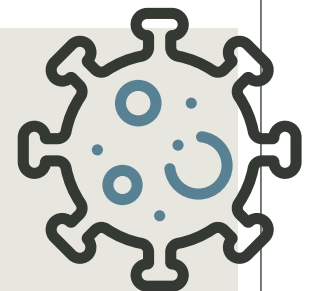
## COMMUNITY ENGAGEMENT ACTIVITIES

All community engagement activities will be conducted sensitively and responsibly:

- Community guides will engage with the community leaders and people in the village before guest visits, and show the community the correct procedures for interacting with guests i.e. no handshaking or hand-holding, adhering to physical distancing guidelines, etc.
- Guests must remain outdoors, and not go into community members' homes
- Hand sanitiser will be readily available

## HANDLING A SUSPECTED CASE OF COVID-19

We have an established response protocol in place, created by our medical advisors, Park Doctor, which is in line with local Ministry of Health requirements. Guests are able to speak to a medical professional at all times, and our Wilderness24 team will facilitate local medical response if needed.



## TRADING STORES AND BOUTIQUES

- Hand sanitiser will be available for customers
- Items for sale will be disinfected on a regular basis
- Credit card machines will be disinfected before and after each use