

## CONFERENCE HEALTH AND SAFETY PROTOCOLS

It's a brave new world but we still endeavour to provide relaxing stays and exciting times. We pledge to show commitment to providing a safe environment in light of the COVID-19 pandemic.

### THE PEERMONT CARES PLEDGE

PeerMont commits to monitor and follow advice and guidance from the WHO (World Health Organisation), Botswana Tourism Organisation (BTO) and local health and safety institutions. We strive to assess and mitigate all risks faced by our guests and employees through comprehensive communication and education, vigilant health and safety protocols and diligent monitoring of required hygiene standards. For more information visit <https://covid19portal.gov.bw/>

When visiting our resorts we will be vigilant to provide a safe and secure environment.

### ARRIVAL

To protect our guests and employees we have initiated the following protocols when you arrive:

- 🌿 A face mask or shield is required
- 🌿 Completing a Guest Screening questionnaire
- 🌿 Having your temperature taken (if your temperature exceeds 37.4° C you will not be allowed entry)
- 🌿 A hand sanitizing station



### HEALTH AND SAFETY PROTOCOLS

PeerMont prides itself on being up to date on the latest health and safety protocols:

- 🌿 Education - All our employees have been educated on the best practices and have temperatures recorded upon entry
- 🌿 Awareness - Educational signage is displayed for both employees and our guests
- 🌿 PPE - All employees are required to wear certified personal protective equipment (PPE) at all times
- 🌿 Social Distancing - We employ social distancing through demarcated areas and physical barriers where required
- 🌿 Hygiene - All areas and touch points are thoroughly and regularly cleaned and sanitized



## CONFERCING PROTOCOLS

To ensure you are protected we have implemented the following conferencing protocols:

- Public areas (i.e. foyers) will be demarcated to maintain social distancing and queue management
- Complimentary items (i.e. water, mints etc) will be provided individually and all glasses to be protected by sanitary cap lids
- Individual sanitizers will be provided to each delegate.
- Pens and notepads will be provided on request and must be taken with.
- Areas shall be cleaned and disinfected two to three times a day or after guests have utilised them.
- Usage times shall be prescribed and be strictly complied with ensuring that guests are not in the conference room for more than two hours.
- All non-essential items have been removed from conference areas, e.g. magazines, newspapers and flower pots.
- Coffee / Tea Breaks will have individually wrapped food items and stations will be manned by a conferencing employee to minimise touching of coffee machines and other items.
- Plated meals will be served during lunch breaks or dinner banquets – no buffets.
- Dining tables will seat 4 – 6 persons to ensure social distancing is maintained.
- Cutlery and disposable napkins will be provided in individual sleeves.



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During these challenging times we will endeavour to provide the best service and ensure your stay is warm and friendly, and you have peace of mind.

We look forward to welcoming you back.