



STEENBERG

— HOTEL —

HEALTH & SAFETY PROTOCOL

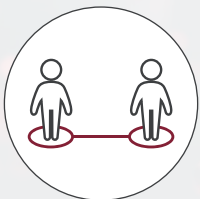
At Steenberg our priority is keeping our staff and guests safe. These are the measures we are currently taking to ensure this.



- Designated Hotel COVID-19 Compliance Officer.
- We've enhanced our cleaning protocols with the support of BioAlgibac. Rooms are fully sanitised after departure thus ensuring sanitised rooms upon arrival.
- There is a 4-hourly sanitising schedule implemented as per the COVID regulations for our staff and administration offices including the back of house offices, work areas, housekeeping, maintenance and laundry.
- High touch points in public areas are cleaned on a 4-hourly cleaning schedule and high touch points, surfaces in the guest rooms and suites are cleaned and sanitised during the room cleaning process.



- Health and temperature screening for staff, contractors as well as guests entering the property will be done at the main security entrance to the estate.
- Staff will undergo a second round of health and temperature screening to ensure that all is in order when arriving at the Hotel. This is done by the COVID Officer.
- Guest temperature screening will be performed every time a guest leaves or returns to the estate.
- Virtual health screening of our guests will be done via GPF or the online check-in form prior to arrival.



- A digital check-in form is available for a guest to complete prior to arrival. This ensures that as much as possible is completed virtually prior to check in.
- The number of staff members in key areas are limited in order to ensure social distancing of 1.5 to 2m at all times as set out by the WHO.



- Staff toilets as well as back-of-house areas have adequate hand wash facilities to ensure good hand hygiene at all times.
- Hand sanitisers have been placed in all guest public areas, accessible to our guests and staff to use. Guest toilets and bathrooms have approved hand soap and sanitisers including paper towels for drying of hands. Towelling hand towels will not be used in any of our public area bathrooms.
- All guest bedrooms and suites have individual hand sanitisers placed in every bathroom and guest toilet. These can be moved into the rooms if desired.
- Approved hand sanitisers have been placed at all staff work stations including the check-in and check-out points for staff and suppliers in our administration block as well as back-of-house work stations and areas.

We will notify and update guests via our social media pages on any developments on the farm.

#ReDiscoverSteenberg