



HOP - ON HOP - OFF SOUTH AFRICA DOOR - TO - DOOR!

HEALTH & SAFETY PROTOCOLS COVID-19 PANDEMIC

The safety and well-being of our passengers, drivers, guides and staff is our utmost priority. Baz Bus has implemented new strict health & safety protocols to operate in times of the COVID-19 pandemic.

Our protocols align with the latest Disaster Management and Department of Employment and Labour (DoEL) Regulations, the World Health Organisation (WHO), the National Institute for Communicable Disease (NICD), the Department of health (DoH) guidelines and advice, the Health & Safety Act, as well as the directions published by the Department of Tourism and the TBCSA.

With our protocol, we obtained the "Travel Safe – Eat Safe Certification" as well as the "World Travel & Tourism Council (WTTC) certification".

Janine Carelse, our COO, has been designated COVID-19 Health and Safety Officer (COVID-19 Officer) for Baz Bus. For any questions about our health & safety protocols or Standard hygiene and sanitising procedures please email janine@bazbus.com.

MEDICAL DECLARATION

All adult passengers will be required to complete a full Medical and Travel declaration upon boarding our buses for the first time. On each following trip, they will have to complete a shorter declaration.

PASSENGERS TEMPERATURE MONITORING

Temperature checks and relevant COVID-19 screening must occur each time someone boards our bus. Our drivers will record temperature screening of each passenger in a dedicated file.

PASSENGERS PERSONAL PROTECTIVE EQUIPMENT

All Baz Bus passengers are required to wear masks when in the bus. Passenger must bring their own masks. We regret that no eating or drinking will be allowed while on-board the bus. Instead we will extend the resting time at each rest stop.

PHYSICAL DISTANCING

We have now limited the number of passengers on our buses to 10 persons. The seats next to the driver will not be in use and no more than 2 passengers are required to sit in each row (except for family/friend group travelling together). Unconnected individuals will have empty seats and/or bus alley between them.

Our drivers and guides are required to maintain a safe distance (no more high fives, handshakes and big hugs), this is just the new way of showing that they care.

SANITISING & HYGIENE PRACTICES

We implemented enhanced cleaning and complete disinfection of buses during and after each trip. The deep cleaning process includes a comprehensive wipe down of all surfaces with approved disinfectant solution, as well as spraying the inside of each bus and trailer before and after each trip.

Surfaces which must be sanitised include: Door handles, roof above handles, grab handles, inner door handles & releases, window switches, door pockets, seatbelts & clips, seat adjustment buttons, steering wheel, horn & control stalks, dashboard & air vents, power buttons, gear shifts – full length, multimedia screens, heating controls, gloveboxes & storage compartments, cupholders, rear-view mirrors, Interior lights, keys, headrests, seat pockets, rear central tabs, fuel caps, wheel valves, boot lids & close buttons, parcel shelves, boot floor tabs, bonnet lids.

Hand sanitizer and disinfectant spray/wipes are available at the entrance of all buses and we require hand sanitising for staff and customers before entering the buses.

We will no longer be using the aircon in any of our buses and windows are to remain open in order to allow for an exchange of air.

STAFF TRAINING

Extensive training has been provided to all staff on the application of the protocols.

STAFF TEMPERATURE MONITORING

We have collected up-to-date staff data, including risk data profile and we are recording all staff members temperatures and that of office visitors on arrival at the office. All drivers and guides' temperatures will be recorded before starting their shifts on an appropriate manual. All temperatures will be taken with a non-contact thermometer. Any staff member with a temperature above 37.8°C will not be able to work and will be sent home to have him/herself tested.

STAFF PERSONAL PROTECTIVE EQUIPMENT

All drivers/guides/staff must wear masks or a face shield at all times, except while taking meals. Baz Bus will provide each driver with 5 masks and 3 face shields, each guide with 1 face shield and 2 masks and each office staff member with 3 masks. All staff will be trained on the how to use it.

OFFICE PROCEDURE

Our office will be closed for walk-ins. Most operations, i.e. consultations/bookings/enquiries, will be by telephone or on-line and 'work from home' will be encouraged as much as possible.

Staff who are required to use our office, will have to adhere to the strict measures detailed above (screening, wearing of PPE, physical distancing etc.). Regular hand sanitising and regular sanitisation of surfaces will also be implemented and adhered to.

In the communal kitchen, equipment, and surfaces (handles, knobs, dials, switches) must be sanitised after each use. Kitchen equipment and guest crockery and cutlery should be washed on deep, high temperature wash cycles.

STANDARD PROCEDURES FOR PASSENGERS & STAFF WITH COVID-19 SYMPTOMS

If a passenger or a staff member has symptoms on arrival, they will be asked to return home where possible, and asked to contact their healthcare professional and self-isolate and monitor their symptoms. This is unless symptoms are already severe, in which case a medical professional will be consulted immediately. See Diagram below for details.

DIAGRAM 1: PROCEDURE FOR GVPC WITH COVID-19 SYMPTOMS

