



## Standard Operating Procedures for Management of COVID-19

Standard Operating Procedures (SOPs) for managing the COVID-19 pandemic have been developed by the Tanzanian government based on guidance from the World Health Organization (WHO).

This document summarizes the procedures that Ultimate Kilimanjaro® has in place to comply with the SOPs. The two main goals of the SOPs are to ensure that tourists entering the country do not bring in COVID-19 and to prevent tourists from getting infected while in the country.

We recognize that these procedures may cause some inconvenience and may take away from the regular enjoyment of being on a high-altitude expedition or wildlife safari. However, safety is our top priority whether the risks come from the mountain itself or coronavirus.

Together, with your cooperation we can keep you, our staff, and our country safe. We thank you for your patience and understanding.

### Summary: What Our Clients Should Expect

1. Tourists will be subjected to a temperature check on arrival at the airport, park gate, and hotels. Individuals showing signs or symptoms of COVID-19 on arrival in Tanzania will be directed to a medical team for further consultation.
2. All mountain crew will wear masks when they are in vehicles, at the park gate and while they are at camp. Hotel staff will wear masks when interacting with clients.
3. All mountain crew and hotel staff will maintain a distance of at least three feet (one meter) from clients. However, in dealing with a medical emergency, it may be necessary to be in closer proximity.
4. It is mandatory for all clients to wear a mask when travelling in vehicles and when in public places. Clients are required to supply their own masks. Medical masks (KN95, N95, surgical masks) and non-medical face coverings (cloth mask, neck gaiter, Buff) are both sufficient.
5. Clients should carry hand sanitizer on their person at all times. Clients are required to supply their own hand sanitizer.
6. Participation in a trip is completely voluntary. Clients acknowledge that they may be exposed to COVID-19 during the course of the trip and that there is a risk of infection.

Below are the general operating procedures that we will implement as well as procedures surrounding transfer vehicles, camping equipment, mountain dining, trip briefings and health checks, and hotel stays. The points involving client action are highlighted in red.

### **General Operating Procedures**

1. Ultimate Kilimanjaro has appointed our Director of Operations as their COVID-19 Liaison Officer who will be the point of contact with the Tanzanian authorities. He will keep abreast of health protocols and preventative measures.
2. Ultimate Kilimanjaro will ensure that staff and clients are aware of precautionary measures and will be reminded to adhere to best protective and preventative practices.
3. All staff will be trained on required safety measures and the correct use of PPE.
4. All staff will wear masks when they are in vehicles, at the park gate and while they are at camp.
5. Hand sanitizer will be provided to clients in transfer vehicles, mess tents and toilet tents. **It is required that all clients also bring their own supply of hand sanitizer to carry with them.**
6. Any staff experiencing any respiratory symptoms associated with COVID-19 while on duty will be notified to the COVID-19 Liaison Officer and their immediate evacuation implemented.

### **Vehicles**

1. All vehicles used for transfer will be sanitized with recommended disinfectant between each transfer. Hand sanitizer will be available in every vehicle.
2. **All staff and clients will be required to wear a mask when travelling in vehicles.**

### **Equipment**

1. All camping equipment will be disinfected prior to use.
2. All crew packing up the equipment will follow recommendation for hand washing and sanitizing while handling the equipment.
3. All equipment and facilities used for packing food will be cleaned with a disinfectant that is approved for use with food.
4. Fresh food received from the market will be washed with disinfectant before packing.
5. Clients will always have the same tent to sleep in each night.
6. Only two porters will be responsible for erecting the sleeping tents at each camp. They will sanitize their hands between handling each tent. Tents will be placed 10 feet (3 meters) apart.

7. All clients will be required to pack their equipment bag each morning and leave it outside the tent so that it does not have to be handled by the tent crew before dismantling the tents.
8. All camping equipment (tables, chairs, toilet tents, etc.) will be cleaned and disinfected regularly.

## Dining

1. Only the cook and his assistants will be permitted in the kitchen tent. Only the appointed waiter(s) will serve food in the mess tent. All staff involved in the production and serving of food will be required to wear masks and disposable gloves.
2. We will practice social distancing as far as is practicable in the confines of the mess tent. For larger groups, we may use two mess tents.

## Briefings and Health Checks

1. All crew and clients will be screened for temperature at the park gate by the park authority. Anyone exceeding the normal body temperature (37.5) will be required to seek medical advice before being allowed to enter the park.
2. Guides will maintain a distance of at least three feet (one meter) when interacting with guests. All guides will wear face masks when the group is congregated together (i.e. briefings).
3. Under certain medical circumstances, it may be necessary for the staff to come closer to clients than three feet (one meter).
4. All clients will be required to sanitize their hands before and after using the pulse oximeter.

## Hotels

1. Staff will be required to use recommended protective equipment when attending to guests and servicing guest areas.
2. Clients will be required to undergo thermal screening when arriving at the hotel.
3. All accommodation areas will be frequently cleaned and disinfected.
4. Dining facilities will limit the number of guests to adhere to safe physical distance requirements. Guests may be allocated a time to visit the dining area in order to avoid congestion at busy periods.
5. There will be no buffet-style meals. All meals will be plated service.