

COVID 19 SAFETY (Clients) STANDARD OPERATING PROCEDURE



Risk Factors

- Completing main gate entry book and indemnity forms
- Payments at the reception
- Taking photos with guides / rangers / staff
- Guides boarding the same vehicle with clients
- Guides shaking hands with clients / social distancing
- Clients tipping guides
- Purchasing from Craft Shop
- Clients using public bathrooms

**** Visitor means – Any person entering the sanctuary that does not work within ****

Client & Staff Safety

- All visitors incl drivers are to disembark vehicle and wash their hands outside of Main Gate;
- All International Visitors are to hand over their COVID 19 certificate for photographing;
- All EA residents are to hand over their Passport or Company ID for photographing;
- All Ugandan Citizens are to hand over their National ID or Driver's license for photographing;
- **If you do not have any of the above you will not be allowed entry into the sanctuary;**
- Main gate staff to handle and complete all registers themselves (there will be no physical contact between client, driver and registry books/pens etc);
- All visitors are to give clear and honest information at main gate for the COVID 19 register;
- All visitors' incl drivers are to have a mask. If they do not have their own, Main Gate is to sell them one at a cost of Ugx 5000 per mask;
- All visitors incl drivers, temperatures will be taken and recorded at main gate before entry is allowed (If someone has a temperature, that vehicle is not allowed entry to the sanctuary);
- All vehicles entering the sanctuary should have sanitizer inside (sanitizers will be available at main gate to sell at a cost of Ugx 10 000 per small bottle;
- No physical contact is to be made with any visitor incl drivers;
- All visitors incl drivers are to wash their hands and use sanitizer at nominated points, including but not necessarily limited to, main gate, reception (prior to signing waiver) and prior to entering the gift shop, at place of residence;
- RFU garbage disposal bags will be issued at Main Gate to all vehicles; use of garbage bags is mandatory on the sanctuary; garbage bags to be left at Main gate upon exit for disposal by RFU (littering on the sanctuary will not be tolerated);
- Taking of selfie's with guides / field rangers or any staff is prohibited;
- Handing your telephone, camera or any equipment to any staff member is prohibited;
- Shaking hands or physical contact with any person is prohibited – maintain social distancing;
- Spitting, sharing of water bottles, eating utensils or food is prohibited;
- Visitors incl drivers are to wash hands thoroughly with soap for twenty seconds and use sanitizer immediately prior to signing indemnity forms, entering the craft shop, and handing money over to the receptionist or craft shop attendant;
- Only one person may enter the reception at a time (accompanying visitors may wait on the bench outside);

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- In the craft shop, a maximum of two people from the same visitor group may enter at the same time;
- Receptionist and Craft Shop Attendant must wear a mask & gloves while dealing with visitors incl drivers and while receiving money;
- Receptionist and Craft Shop Attendant are to disinfect their desks and hands after dealing with every visitor incl drivers;
- Guides are not allowed to enter client's vehicles, they must use company motorcycles;
- All staff must wear a face mask while interacting with visitors, drivers, administration or other staff;
- All clients must wear a face mask while interacting with any staff on the sanctuary;
- All staff must maintain social distancing at all times;
- All staff are to wash their hands and sanitize at HQ before entering any offices or before interacting with any visitors or drivers;
- Clients are to wash and sanitize the toilet seat and hand basin after every use;
- Staff are to wash and sanitize the toilet seat and hand basin after every use;
- All visitors to the sanctuary, including drivers, are subject to a sanctuary-wide curfew of 9pm; all visitors including drivers must be either in their rooms or securely within in a sanctuary facility (i.e. restaurant) by this time;
- Any visitor or driver wishing to leave a restaurant/bar facility to return to their rooms after this time must be accompanied by an appropriate member of staff;
- Should RFU perceive there to be an elevated risk to visitors or drivers due to the presence of rhinos in the immediate vicinity, visitors/drivers may be instructed to return to their rooms under RFU escort, for their own safety;
- Anybody entering the property, for whatever reason, should comply to this SOP;
- Anybody entering the property, for whatever reason, should comply with the Government COVID 19 protocols.

**** Right of admission is reserved ****

Any person not complying to the above will be asked to leave the sanctuary



By order
Chairman of the Board
Rhino Fund Uganda
6th June 2020

RECEIVED BY

Name : _____ Signature : _____

Date : _____