



THREE TREES HEALTH & SAFETY POLICY

Compiled by Cheryl Blackburn

CONTENTS

- 1. Introduction
- 2. Policy
- 3. Company Procedures
 - 3.1 Health & Safety Committee Role & Responsibilities
 - 3.2 First Aid Training
 - 3.3 First Aid Kits Checklists
 - 3.4 Fire Safety & Training
 - 3.5 Kitchen & Food Safety
 - 3.6 Close of Day Procedures – all departments
 - 3.7 Use of heavy machinery & hazardous chemicals
 - 3.8 Guest Indemnity
 - 3.9 Horse Riding Safety & Code of Conduct
 - 3.10 Mountain Biking Safety & Code of Conduct
 - 3.11 Game Walks Safety & Code of Conduct
 - 3.12 Mountain Hiking Safety & Code of Conduct
 - 3.13 Battlefield Tour Safety & Code of Conduct
 - 3.14 Vehicle & Seatbelt Safety
 - 3.15 Protective Gear for Staff
 - 3.16 Water Treatment & Safety
 - 3.17 SHE & Risk Assessment Reporting
 - 3.18 Pool Safety
 - 3.19 Staff Health & Wellbeing

4. Emergency Procedures

4.1 Emergency Response Plan for Guests

4.2 Emergency Response Plan for Staff

4.3 Extended Crisis and Emergency

5. Incident Reporting

1. Introduction

This document has been designed to provide information to employees at Three Tree Hill regarding the health & safety policies, rules & regulations. All employees are to familiarize themselves with the document & when **signing their Employment Agreement shall agree to abide by these rules.**

The information is subject to change in company policy and any amendments to labour legislation. Any queries an employee may have, should be directed immediately to the employee's supervisor.

Occupational Health & Safety Regulations are posted on the wall outside the kitchen.

The Government Gazette – Labour Legislation is on file in Staff Canteen area, available for staff at anytime.

2. Policy

The company is committed to ensure that as far as reasonably practical, the health & safety of employees, as well as any guests who may be affected, are protected during the exercise of any business activities.

3. Company Procedure

An employee is required and has the duty to ensure that reasonable care for their own & fellow employee's health & safety is taken. Nothing must be done which may cause harm or injury to oneself or another employee. Personal protective clothing (gloves, mask, ear and eye goggles) must be effectively used at all times, where necessary. No machinery should be used if the safety of the device is uncertain or defective or the employee has not undergone sufficient training.

An employee is covered by the Compensation for Occupational Injuries & Diseases Act, which provides for compensation for loss of earnings due to death or disablement caused by a reported accident in which injuries were sustained at the workplace.

The company reserves the right to search any property, vehicle or employee at any time while such an employee is on the premises. A search shall be conducted only by the manager, with due regard for the provisions of the law relating to searches of property & persons.

The company has the result to erect video cameras in key security areas where necessary.

Should there be any accident at the lodge; an Incident Report Form should be filled out immediately.

3.1 Health & Safety Committee Role & Responsibilities

Three Trees has appointed 2 members of staff to represent the company with provisions of the Occupational Health & Safety Act. This committee have received appointment letters and have agreed to their responsibilities. It is a company priority that all employees shall be informed of the hazards attached to all work performed on the premises. The company shall ensure that all employees are provided with the necessary information, training & supervision to promote & maintain a safe & accident-free workplace. Their responsibilities include:

Be aware of any health & safety issues that may be a danger to the staff eg. Loose gas bottles, open flames, fire, hazardous chemicals/waste, rotten food, pests, flammable materials, splinters, slippery floors

Make a plan with management to rectify the issues. Follow up until the area is safe.

Educate the staff about working in a safe working environment – use gloves, masks, eye protection when doing certain jobs, lighting, footing, correct protective wear

Report & investigate any safety incidents

Develop incident prevention strategies

Annual Risk Assessment Reports – 4 x times per year

Committee Meetings – 4 x times per year

Documented (unprepared) staff emergency response drills – 2 x times per year

Documented staff fire fighting training – 1 x times per year

Arrange timeous servicing of all fire fighting equipment – 1 x times per year

Ensure all bush fire fighting equipment is in good working order, full and always ready for action

Testing of fire alarm, smoke and CO2 detectors

3.2 First Aid Training

100% of staff to be trained at some time on Level 1 First aid.

10% of staff to be currently up to date with Level 1 First Aid.

2 Members level 3 trained.

Training to be done every 3 years.

3.3 First Aid Kits

Service checklists are checked & re-ordered every 3 months or when items are used. Full regulation kit in Reception office, small burns & cuts kit in kitchen, hiking, horse riding,

mountain biking and game walks kits in office to be taken when these activities go out, all vehicles also have kits in them permanently.

3.4 Fire Safety & Training

Basic training has been provided to staff members. Use of fire extinguishers & fire blankets demonstrated to all staff members. Refresher practical training done annually and unprepared Fire Drills to be done four times per year.

Advanced Fire Marshall Training has been provided to 4 staff members from various departments.

All buildings have been inspected & regulations adhered to. Fire beaters & knapsack sprayers are available in the garage area. Neighbour has a mobile water bowser should we require it.

All buildings have appropriated extinguishers with signage & are marked on a map & serviced annually.

All chimneys are cleaned of soot annually & this is documented on Maintenance chart.

Gas Inspection done annually .

All open pit fires are extinguished with water once last guest has departed for the evening. This is part of the Close of Day procedure. Bucket of sand & fire extinguisher positioned next to firepit for rapid extinguishing.

Old Kraal open pit fire – beater, knapsack sprayer is always taken along to these outdoor functions so fire can be totally extinguished before departure.

3.5 Kitchen Health & safety

Department of Health carries out annual inspections where various aspects of Food Service Hygiene are audited. These need to be kept up all year around.

Food Storage – temperature gauges displayed in all fridges & freezers to maintain optimal storage

Cleanliness – surfaces, floors all cleaned regularly & sanitized to avoid contamination.

Personal Hygiene – Staff working with food to report when they are not well, keep hands washed & clean, & uniforms clean to prevent cross contamination. Wear hairnet or hat at all times as well as non-slip kitchen shoes.

Food Quality – Kitchen staff to report any bad quality food produce to management in order to rectify, if necessary. When new orders arrive, older items are placed in front & new items towards the back to ensure that no food used reaches the sell by dates.

Extraction tower with mesh nets are scrubbed 4 times per year to remove grime & grease, 'extractor' fan tested to make sure it's in good working order. Domestic air circulating fan is installed in the top of the tower.

Gas Bottles are stored securely and shut-off valves clearly marked. Any smell of gas is reported to Health & Safety Marshalls immediately. Carbon Monoxide alarm is tested regularly.

3.6 Close of Day procedures

Each day the following procedures are implemented in each department.

Kitchen:

1. All electric ovens are switched off at the wall plugs at the end of evening shift
2. Gas stove/oven is turned off at the shut off valve every night before leaving for the end of shift
3. All lights are turned off.
4. Weber vents are all turned into CLOSED position so braaikettes can be re-used.

Service:

1. All candles to be blown out – double check this before you leave
2. All lanterns to be blown out.
3. All lights to be turned off
4. Make sure all panel heaters are switched off at the wall plug before leaving especially in Winter months.
5. Open fire & Braai Pit fires are extinguished before departure. 2 x Dry Sand buckets and fire beater are easily accessible next to the fire pit.

Laundry:

1. Make sure that all irons are unplugged and not left on.
2. All washing machines are switched off at the wall plugs
3. Pressure pump is unplugged.
4. All lights are switched off.

Workshop:

1. All machinery is unplugged.
2. All chemicals are stored away
3. Lights are off
4. Workshop door is locked



3.7 Use of chemicals & heavy machinery

SAFE USE & STORAGE OF CHEMICALS/HERBACIDES/PESTICIDES

Examples of these include Garlon (for Lantana), chlorine, pool acid, petrol, diesel, paraffin, paint thinners, turpentine.

STORAGE (in lockable, secure, ventilated room adjacent to workshop)

- Keep the amount of toxic material in storage as small as possible.
- Inspect storage areas and containers regularly for any deficiencies, including leaking or damaged containers, expired shelf-life or poor housekeeping. Correct all deficiencies as soon as possible.
- Ensure that containers are tightly closed when not in use and when empty. Keep empty containers in a separate storage area. Empty containers may contain hazardous toxic residue -- keep closed. Do not send home to village.
- Store containers at a convenient height for handling, below eye level if possible. High shelving increases the risk of dropping containers and the severity of damage, injury and/or exposure if a fall occurs.
- Store material within the temperature range recommended by the chemical manufacturer/supplier.

- To contain spills or leaks, the toxic material containers should be stored in trays made of compatible materials. For larger containers such as drums or barrels, provide dikes around the storage area and sills or ramps at door openings. Storage tanks are above ground and surrounded with a dike capable of holding entire contents.
- Ensure that the storage area is well-ventilated and out of direct sunlight.
- Store toxics separately, away from processing and handling areas, eating areas and protective equipment storage. Separate storage reduces the amount of damage and/or injury caused in case of fires, spills or leaks. If totally separate storage is not possible, use physical separation to keep toxics away from incompatible materials. .
- Ensure that emergency eyewash/shower stations are readily available nearby and are tested regularly.
- Ensure that suitable fire extinguishers and spill clean-up equipment are available.

HANDLING

- Use only the smallest amount necessary to do the job.
- Wear appropriate personal protective equipment (if necessary) to avoid exposure (eye, respiratory or skin) or contact with contaminated equipment/surfaces.
- Be aware of the typical symptoms of poisoning and first aid procedures. Report any signs of illness or overexposure immediately to the supervisor. Depending on the material, medical attention for an exposure may be required even if the exposure did not seem excessive.
- Do not return contaminated or unused material to the original container.
- Ensure containers are clearly labeled and inspect containers for leaks or damage before handling.
- Keep containers tightly closed when not in use.
- Ensure suitable emergency equipment for fires, spills and leaks are readily available.
- Ensure that the hose pipe is connected as an eyewash/shower station should you spill any of the poison.
- To prevent spillage, use proper tools to open containers and to transfer material.
- Pour toxic liquids carefully from the container to avoid splashing and spurling.
- Avoid any welding, cutting, soldering or other hot work on an empty container or piping until all toxic liquid and vapours have been cleared.
- Maintain good housekeeping (e.g. clean surfaces, no accumulation of dust).

PERSONAL PROTECTION

The signal words Danger, Warning, or Caution on a pesticide label indicate the immediate toxicity of a single exposure of a product to humans.

- Wash hands before eating, drinking, smoking or going to the toilet.
- Remove contaminated clothing and leather shoes or boots. Wash contaminated items immediately and thoroughly in water before re-wearing or discarding.
- Avoid touching yourself (e.g. scratching your nose or rubbing your eyes) with contaminated hands.

- Do not chew gum when working with toxic materials.
- Wash thoroughly at the end of the workday even though you have done everything mentioned above.

MINIMIZING ENVIRONMENTAL CONTAMINATION

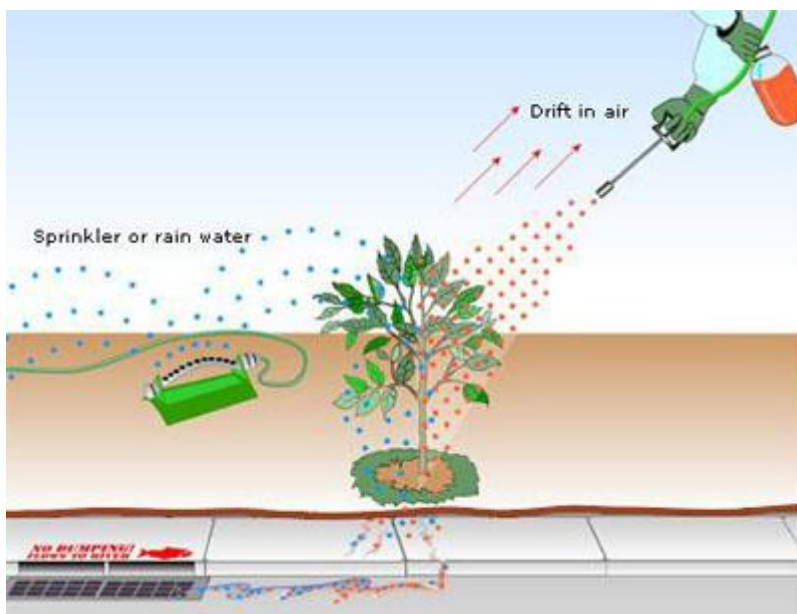
Be sure pesticides are properly applied to the target plant or site and can't move onto other plants or areas. Pesticides can easily move off target with wind. Do not spray during windy conditions when pesticides can be carried into areas where they aren't needed or wanted.

Be sure the application does not run off or blow into drains, creeks, or other water bodies so you can prevent contamination of water supplies. Avoid applying chemicals just before irrigation or rainy weather, unless labels specify post-application irrigation. Also avoid applying pesticides to hard surfaces such as sidewalks, driveways, and foundations, because they can easily be washed off and go into storm drains.

Follow the guidelines below for protecting environmental quality and keeping pesticides out of our waterways

Keep Pesticides Out of Our Waterways

Pesticides applied in the garden can move off target by drifting in the air or washing off into streams or water table.



DISPOSAL OF LEFTOVER PESTICIDES

Try to purchase only as much pesticide as you will use in the immediate future. This will eliminate the need to store the unused products. If you can't use up your pesticides in a timely manner, share them with a friend or neighbor who can use them, but always keep these materials in their original containers. Do not use an old COKE or WATER bottle or anything that could be mistaken for a drink container. People have been poisoned and killed by inadvertently drinking from these containers. Don't dilute more pesticide than you can use right away. Diluted pesticide needs to be applied according to label directions to plants or sites listed on the label and at label rates until the spray tank is empty. Excess diluted pesticide should be disposed of at a household hazardous waste facility.

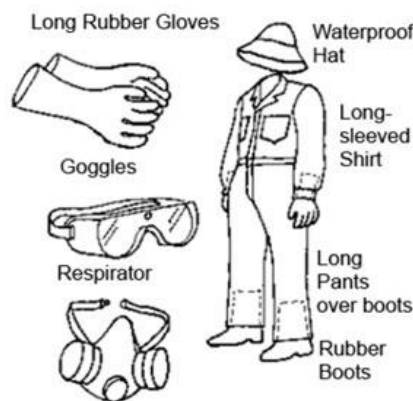
Do not dump excess, unwanted, or old material down the drain, onto the soil, or into open waterways, gutters, storm drains or sewers, or in the trash. The only legal way to dispose of pesticides is to take them to your local household hazardous waste disposal facility.

Empty containers of concentrated pesticides must be destroyed.

Don't pour unused rinse liquid down any drain. This will unbalance the septic tank system. Unused rinse liquid is considered hazardous waste and must be disposed of properly at a hazardous waste facility or as suggested above

PERSONAL PROTECTIVE CLOTHING

Please be sure to wear Safety equipment when using heavy machinery or pesticides/herbicides

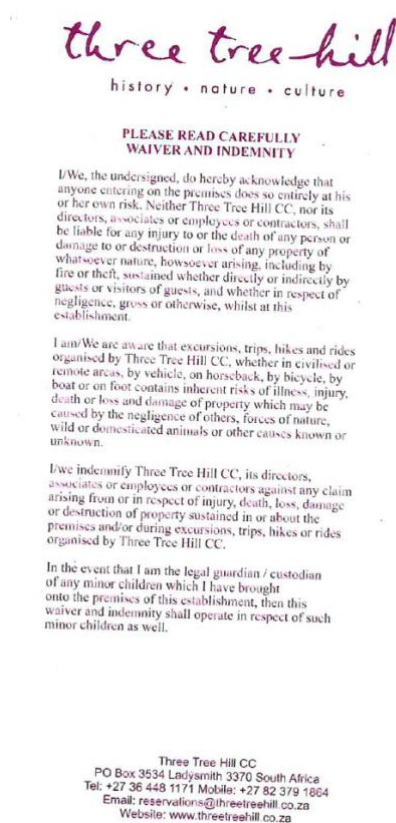


Be sure to fill in the chart and map AFTER using any pesticides/herbicides so we know what has been used & done!

All staff using HEAVY MACHINERY are to be trained accordingly. Only staff with Chainsaw certificate may operate the chainsaw. Brushcutter & Grinder Safety training to be done with staff utilizing those machines.

3.8 Guest Indemnity

Guest Indemnity forms are signed by all adult guests on arrival at the lodge. This will cover all activities, including equine, that they may participate in whilst staying with us.



3.9 Horse Riding Safety Procedures & Guide Code of Conduct

1. **Guide** – Guide to be dressed neatly in clean clothing suitable for the activity, clean shaven every morning, to be completely sober (no excessive alcohol or drugs in bloodstream within last 12 hours)
Guide should provide exceptional customer service through professional interaction and clear communication of expectations.
Guide must make sure he has comprehensive first aid kit (incl neck brace, splint), mobile phone with enough battery & airtime, all emergency numbers programmed on the phone, portable radio

2. Safety equipment for rider – compulsory helmet provided, footwear should be closed sturdy shoe, boots provided optional, leg chaps optional. No slip-on shoes are allowed.
3. Horse equipment – all tack should be well oiled, cleaned monthly. (unless it rains & gets wet then clean & oil after this incident) Not worn, dirty or broken. All broken equipment must be repaired or replaced immediately. Girths should be washed after each ride. Numnahs washed twice per month or more regularly if needed.
4. Guest Preparedness, Screening & Risk Acknowledgement - Guide should assess the guest's Skill Level the night before, so they are able to evaluate participants' riding ability and adjust the route & horse accordingly. Provide comprehensive activity information, such as the various route options. Address any physical or mental restrictions, ensure safety and inclusivity of vulnerable participants. Make sure to hold the horse still while guests are getting on. Ensure the guest knows how to turn and stop the horse before leaving the property. Always tighten the girth one last time AFTER guest has mounted.
5. Discuss the possible risks involved in the ride (without frightening them!) – Make sure that guests are aware of the risks involved in riding a horse and that they may be exposed to ticks. Make sure they have signed their Guest Registration Form (which includes Equine Indemnity) Heat exhaustion, sunburn, sunstroke, lots of rocks and horses may trip so if guest is not concentrating or holding on then they may fall. But do let them know that they will have the BEST TIME of their lives!
6. Age, weight & fitness level of rider. How much riding has the guest done before – see the below summary for guidelines. When last did they ride? Then you can pair the horse to the rider and decide on the length of time of the ride & the route. No guests over 90kg allowed. This must be communicated with the guest so they agree and are happy
7. Experience level of rider. Ask questions so you can match the rider to a suitable horse.

The soundest method to reduce risk of accident is to employ suitably experienced guides and to train them to our own high standards of safety. We know each of our horses well and being able to match horse to rider is part of our “workplace horse and safety programme.”

First Timer

You are a bit nervous around horses and you have either never ridden one or just once or twice on holiday at a walking pace. However, you'd love to learn and really want to start getting confident around them. You are interested in learning to ride.

Beginner

You haven't been riding for very long and are still learning lots with every lesson that you take. You can walk and do a bit of trot, but not confidently. You ride the easy horses and need guidance while riding. You would love to ride more!

Intermediate

You have been riding for a little while, you can walk, trot and canter out in the field. You're quite confident on the easy horses but not on all horses - especially not the more forward and sensitive horses. You have tried a gallop once or twice but aren't comfortable in a gallop just yet.

Experienced

You have been riding for years. Walk, trot, canter and gallop in all types of terrain is absolutely no problem for you. You're confident on all types of horses and adapt to different horses quickly. Fast paced rides are no problem at all and you're riding fit, full day rides with lots of galloping and jumps are totally doable for you.

8. Safety Briefing for guest (Remain in single file, 1m distance between horses to avoid kicking, holes underfoot caused by aardvark overnight, so keep your eyes open, branches overhead sometimes, possible game that may jump out the bushes & spook the horse so take care & hold on, only go as fast as the lead rider, no racing or overtaking)
If they are beginners, make sure they understand how to turn & stop the horse and how important it is to keep their distance between each other.
If someone needs to stop (for personal or horse reasons), please shout/whistle so guide can hear that everyone can wait together.
9. Explain the route to riders, how long they may be out for and the terrain or obstacles they may encounter. Rocks, stream crossings, steep banks, aardvark holes etc. Make sure they are aware of wild game that may startle the horses whilst on the route. They should always be prepared for a side-step whilst out on trail.
10. Reception must be informed of your route. Emergency Evacuation Points that can be reached by vehicle should be identified in case of an emergency or early extraction. Landrover should always be available & ready when guests are out on trail.
11. Horse Welfare Checklist – before each ride the hooves should be cleaned & visually checked, curry comb, body brush, mane & tail detangled & brushed, sponge face, clean any nicks & treat with F10, remove any ticks, sponge off any mud. No horse to be ridden if suffering from the following: Saddle Sore, Pressure Point, Wither Problem, Split Mouth, Lumps, bumps or cuts, Lameness or limping
12. Medical Disclosure & Confidentiality - Guests should be given the opportunity to confidentially declare any medical conditions to the guide prior to the activity (preferably the night before) This information should be documented for reference. Medical history (such as pre-existing conditions, medications, allergies, disabilities, surgery, diabetes, epilepsy, cardiovascular disease, joints, bones, muscles, respiratory illness, depression, phobias, euphoria, or pregnancy).

13. Weather Forecast – Always check the weather forecast for the area you are biking in to be sure you are correctly prepared & to determine your departure time. (if it is going to be very hot or stormy, arrange a different time or wait for the storm to pass) If it looks ominous make sure that someone is available and on standby to collect you should you need an emergency evacuation.
14. Guide Behaviour – no smoking with guests at all, no use of mobile phone, unless for emergencies. Mobile phone setting on VIBRATE mode. If lodge urgently needs to get hold of you they will call 5 times. Guides must oversee participants throughout the activity, ensuring adherence to safety guidelines. Sometimes the last 15 minutes of the activity has the most risk involved due to the guest's being tired and not concentrating, so it is very important for the guide to remain vigilant and keep their eyes on their guests. Guide must make sure that guests DO NOT dismount until you say so. Guide must instruct the guests to remove both feet from stirrups first. Guide must hold the horse firmly then guide the guest to lean on the horses' neck, swing right leg back and slide slowly towards you so that you are able to brace the guest as they land on the ground. Guide must make sure that each guest dismounts safely and walks towards the tack room away from the mounting area.
15. Keep an eye on the guests' skin colour, co-ordination and response level to make sure that they do not get heat stroke. If they are not coping then arrange a vehicle pick-up, keep them in the shade and keep them hydrated.
16. Reception must be informed of your route and ETA back at the lodge. Emergency Evacuation Points that can be reached by vehicle should be identified in case of an emergency or early extraction. Landrover should always be available & ready when guests are out on trail.
17. Emergency Procedures – Make sure all EMERGENCY NUMBERS are on your phone. Make sure your battery is full & you have AIRTIME & DATA before departing. Your phone must be on silent (vibrate) during the ride.
Make sure that guests have signed their Registration Form, which includes the Equine Indemnity.

Should a guest fall off the horse you should follow the below

Incident Management Plan

Instruct someone to hold your horse so you are able to assist the guest and **make the area safe**.

Assess the situation by asking the guest if they are ok to see if you get a response.

Ask them their name, whether they know who you are?

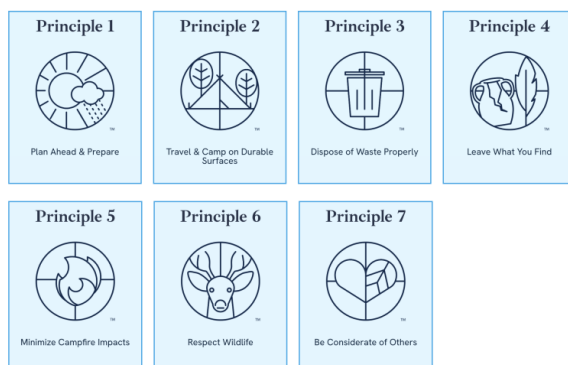
Secure the guest.

Reassure the guest.

They should NOT GET UP UNTIL YOU HAVE DETERMINED THE INJURY. If they are unresponsive, follow procedures for **CPR** and call lodge immediately, followed by SATIB Crisis Call who will assist you with the next steps.

Remember any accident off the horse could be a NECK INJURY, so keep them still, lying down and put spinal collar on, if necessary. Keep warm with Space blanket. Assess the injury for further action.

18. Regulatory Compliance – Guide to be in possession of current Level 1 First Aid. If you are going onto the neighbours farm, then make sure he is aware of this and all gates are left as they are found.
19. Incident Reporting – Any incidents should be documented in the book at reception. Names, dates & details of the incident should be recorded so this information can be passed onto Insurer & Tour Operator, if necessary. Discussions with management team should be held afterwards to ensure corrective action or suggestions on how to improve the experience or prevent the incident from happening again. If guest refuses to wear helmet or does not listen to the guides, this must also be documented.
20. Feedback – Be open to honest feedback from guests so you are able to adapt your ride to suit a wider range of interest groups. Guides must oversee participants throughout the activity, ensuring adherence to safety guidelines. Post-Activity Debriefing & Incident Reporting: Any safety concerns, accidents, or near misses must be documented for continuous improvement. Report these findings to management so they can be documented.
21. Leave No Trace (LNT) Principles - Implement and comply with the strict 'Leave No Trace' principles for all guided activities.
Take all waste back with you and dispose of it responsibly after the trip.
Keep water sources clean by washing and draining wastewater away from natural water supplies.
Conduct toilet activities at a safe distance from water sources and take all tissue paper back with you.
Stick to designated trails whenever possible to prevent erosion and habitat destruction.



22. Wildlife & Habitat Protection - Treat all plants and animals with care and respect; avoid picking flora or disturbing fauna.

Observe wildlife from a safe distance - do not feed or approach animals or block their intended pathway.

Minimise noise levels to avoid disturbing wildlife and local communities.

Follow ethical photography guidelines to avoid disrupting habitats.

Reduce noise pollution to prevent startling wildlife and disturbing other visitors.

23. Fire & Safety Compliance - Be aware of and adhere to local fire regulations and protocols. Make sure you find out where the park may be burning (during fire season) on the day you are biking so you can avoid any issues.
24. Ethical & Cultural Considerations The holistic context of the trip should be considered and planned for, ensuring that hiking and trekking activities benefit both the environment and local communities while promoting fair labour practices and cultural respect. Operators should also consider other visitors and land users who also have the right to enjoy the environment.
25. Community & Cultural Responsibility - Respect local traditions and customs when operating near culturally sensitive areas. Seek permission before entering private or indigenous land. Educate guests on cultural sensitivities and appropriate behaviour. Support local crafters by encouraging guests to buy something from the local craft stores
26. Legal compliance: Fatal accidents must be reported to the South African Police Services, with the body left undisturbed to preserve evidence.

3.10 Mountain Biking Safety

1. Guide – Guide to be dressed neatly in clean clothing suitable for the activity, clean shaven every morning, to be completely sober (no excessive alcohol or drugs in bloodstream within last 12 hours)
Guide should provide exceptional customer service through professional interaction and clear communication of expectations.
2. Equipment Checklist – before each ride the brakes should be checked, chain lubed & tyre pressure tested.
Guide must have backpack with radio, cellphone (with airtime & data in a ziplock bag), first aid kit, sunscreen, multi-tool, chain tool, small wrench, tyre repair kit, pump, tyre bombs, cable ties, phone (with airtime) & radio in the bag on the ride. Plus MACE spray in case of stray dogs attacking.
Make sure each guest has water, helmet, gloves.
3. Guest Preparedness, Screening & Risk Acknowledgement - Guide should assess the guest's Skill Level the night before, so they are able to evaluate participants' riding ability and adjust the route difficulty accordingly. Provide comprehensive activity information, such as the various route options. This will depend on age, fitness and mountain bike experience level. Address any physical or mental restrictions, ensure safety and inclusivity of vulnerable participants.

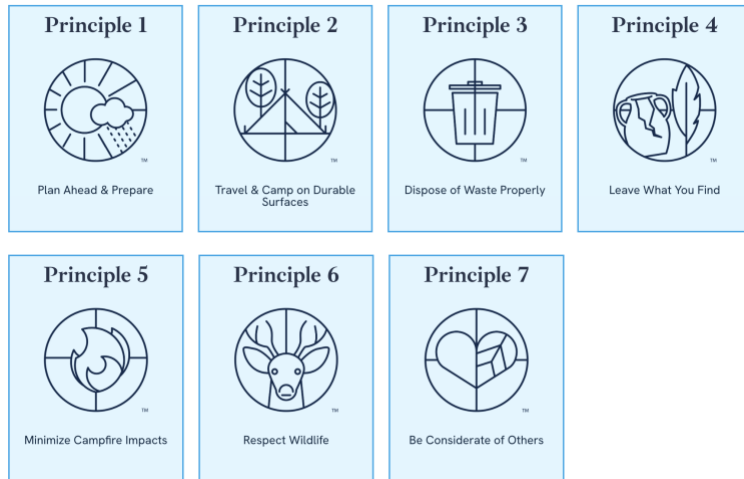
Find out what they want to get out of the ride then discuss the various grade difficulties, mileage & time it will take to do the ride, reminding them about the heat and how that can affect the length proposed.

4. Safety Briefing for guest – How to adjust the seat correctly, Remain in single file, make sure guests know which are the REAR brakes & that these should be used at all times rather than the front brakes, how to change gears properly (not whilst pushing down on the pedals going uphill. Gears should be selected BEFORE the hill, so as not to strain the gear mechanism if changing under pressure) holes underfoot caused by aardvark overnight, so keep your eyes open, branches overhead sometimes, possible game that may jump out the bushes, if someone needs to stop (for personal or mechanical reasons), please shout/whistle so guide can hear that everyone can wait together.
5. Explain the route to riders, how long they may be out for and the terrain or obstacles they may encounter.
6. MTB equipment maintenance – all bikes are cleaned well after each ride, gear oil is checked, chain lube is applied, tyre pressure tested (better to have softer tyres for rocky/technical trails), brakes are tested. Any broken equipment is to be repaired or replaced – never use broken equipment for guests. Remember the most important parts of the bike to check are the FORK (does it release properly after being depressed) Air, Brakes, Chain (ABC)
7. Basic Repair Work – As a guide you should be able to lube the chain, put the chain back on, repair puncture with a bomb, pump tyres
8. Detailed Repair Work – this will be documented in the Service Book for MTB
9. Pre-Activity Briefing & Risks All participants must attend a mandatory safety briefing that covers: Proper use of mountain bike equipment, terrain challenges and expected hazards (e.g., wildlife, rocks, aardvark holes, sudden weather changes, steep inclines). Safe riding practices, including speed limits downhill, braking techniques (right is rear) and overtaking rules. If you are cycling through the village then guests should be aware of traffic, domestic dogs, cattle and pedestrians.
10. Discuss the possible risks involved in the ride (without frightening them!) – heat exhaustion, sunburn, sunstroke, lots of rocks and steep sided single track, which can easily cause a fall. But do let them know that they will have the BEST TIME of their lives!
11. Medical Disclosure & Confidentiality - Guests should be given the opportunity to confidentially declare any medical conditions to the guide prior to the activity (preferably the night before) This information should be documented for reference. Medical history (such as pre-existing conditions, medications, allergies, disabilities, surgery, diabetes, epilepsy, cardiovascular disease, joints, bones, muscles, respiratory illness, depression, phobias, euphoria, or pregnancy).
12. Guest Equipment – Make sure the guests have correct footwear & have applied sunscreen. They have to wear a helmet, with gloves being optional but recommended. They must take water and be reminded to drink frequently.
13. Weather Forecast – Always check the weather forecast for the area you are biking in to be sure you are correctly prepared & to determine your departure time. (if it is going to be very hot or stormy, arrange a different time or wait for the storm to pass) If it looks ominous make sure that someone is available and on standby to collect you should you need an emergency evacuation.

14. Safety pre-briefing for guests – Make sure all helmets and gloves are fitted correctly. Make sure that guests know HOW to change gears and that they should not do this on the up-hills or when there is strain on the chain. Make sure the guests understand which is the REAR brake so they do not press the front brakes on a down-hill.
Always err on the side of SAFETY first.
15. General briefing and rules when biking – keep in single file (never go off the trail – for safety & for erosion prevention) keep hydrated, communicate their comfort & interest level. They should never get separated from the group.
16. Guide Behaviour – no smoking with guests at all, no use of mobile phone, unless for emergencies. Mobile phone setting on VIBRATE mode. If lodge urgently needs to get hold of you they will call 5 times. Guides must oversee participants throughout the activity, ensuring adherence to safety guidelines. Sometimes the last 15 minutes of the activity has the most risk involved due to the guest's being tired and not concentrating, so it is very important for the guide to remain vigilant and keep their eyes on their guests.
Keep an eye on the guests skin colour, co-ordination and response level to make sure that they do not get heat stroke. If they are not coping then arrange a vehicle pick-up, keep them in the shade and keep them hydrated.
17. Reception must be informed of your route and ETA back at the lodge. Emergency Evacuation Points that can be reached by vehicle should be identified in case of an emergency or early extraction. Landrover should always be available & ready when guests are out on trail.
18. Regulatory Compliance – Guide to be in possession of current Level 1 First Aid. Make sure you are familiar with access regulations and procedures for the designated biking area. If you are going onto the neighbours farm, then make sure he is aware of this and all gates are left as they are found.
19. Incident Reporting – Any incidents should be documented in the book at reception. Names, dates & details of the incident should be recorded so this information can be passed onto Insurer & Tour Operator, if necessary. Discussions with management team should be held afterwards to ensure corrective action or suggestions on how to improve the experience or prevent the incident from happening again.
20. Feedback – Be open to honest feedback from guests so you are able to adapt your hike to suit a wider range of interest groups. Guides must oversee participants throughout the activity, ensuring adherence to safety guidelines. Post-Activity Debriefing & Incident Reporting: Any safety concerns, accidents, or near misses must be documented for continuous improvement. Report these findings to management so they can be documented.
21. Leave No Trace (LNT) Principles - Implement and comply with the strict 'Leave No Trace' principles for all guided activities.
Take all waste back with you and dispose of it responsibly after the trip.
Keep water sources clean by washing and draining wastewater away from natural water supplies.

Conduct toilet activities at a safe distance from water sources and take all tissue paper back with you.

Stick to designated trails whenever possible to prevent erosion and habitat destruction.



22. Wildlife & Habitat Protection - Treat all plants and animals with care and respect; avoid picking flora or disturbing fauna.

Observe wildlife from a safe distance - do not feed or approach animals or block their intended pathway.

Minimise noise levels to avoid disturbing wildlife and local communities.

Follow ethical photography guidelines to avoid disrupting habitats.

Reduce noise pollution to prevent startling wildlife and disturbing other visitors.

23. Fire & Safety Compliance - Be aware of and adhere to local fire regulations and protocols. Make sure you find out where the park may be burning (during fire season) on the day you are biking so you can avoid any issues.

24. Ethical & Cultural Considerations The holistic context of the trip should be considered and planned for, ensuring that hiking and trekking activities benefit both the environment and local communities while promoting fair labour practices and cultural respect. Operators should also consider other visitors and land users who also have the right to enjoy the environment.

25. Community & Cultural Responsibility - Respect local traditions and customs when operating near culturally sensitive areas. Seek permission before entering private or indigenous land. Educate guests on cultural sensitivities and appropriate behaviour. Support local crafters by encouraging guests to buy something from the local craft stores.

26. Emergency Procedures – Should a guest fall off the bike you should follow the below procedure.

Secure the guest. They should NOT GET UP UNTIL YOU HAVE DETERMINED THE INJURY. Remember any accident off the mountain bike could be a NECK INJURY, so keep them still, lying down and put spinal collar on, if necessary. Keep warm with Space blanket.

If they are unresponsive, follow procedures for CPR and call lodge immediately, followed by SATIB Crisis Call who will assist you with the next steps.

27. Incident Management Plan An incident management plan must be in place, detailing the steps to be taken in the event of an emergency, including what to do first, where to shelter, who to call when an emergency takes place. Identify evacuation routes and emergency shelters along all the trails.

Make sure that all guests are in a safe space away from further hazards before you call for help and treat with first aid.

Then call the Lodge Manager first to let them know what has happened, then call SATIB Crisis Care for further advice on what to do

28. Legal compliance: Fatal accidents must be reported to the South African Police Services, with the body left undisturbed to preserve evidence.

3.11 Game Walks Safety & Code of Conduct

1. Guide – to be in possession of valid Guides License (renewable every 2 years), to notify Ezimvelo about your walk & number of guests, to be dressed neatly in clean uniform, clean shaven, to be completely sober (no alcohol, drugs in bloodstream within last 12 hours)
2. Age & fitness & interest level of guests. Discuss the various route options with the guests before departure, so they are well prepared. Find out if they have any particular interests – rhino, birds, flowers, trees.
3. Weather Forecast – Always check the weather forecast before you depart, so you are not caught short in a thunderstorm.
4. Safety Briefing for guest – Make sure the guests have correct footwear, clothing, water, binoculars. They must know how far the hike is & when you plan on returning. General rules when walking – keep in single file, sunblock, hat, keep hydrated, keep voices down, if they see rhino to alert you, communicate their comfort & interest level. Important to let them know about WHAT TO DO IF RHINO CHARGES – remain behind the guide, don't run, stand behind tree or rock until you give further instructions.
5. Safety Equipment – make sure **rifle** is clean & in good working condition. Make sure that all EMERGENCY CONTACT NUMBERS are saved on your phone & you have enough airtime or data. Make sure you are carrying phone (in waterproof case), radio, bullets, key for the reserve
6. Guest Equipment – make sure guests are adequately dressed for the climate & terrain, enough water with slings for each guest, walking sticks, sunblock & insect repellent.
7. Incident Reporting – Any incidents should be documented in the book at reception. Names, dates & details of the incident should be recorded so this information can be passed onto Insurer & Tour Operator, if necessary.
8. Guide Behaviour – no smoking with guests at all, no use of mobile phone, unless for emergencies. Mobile phone setting on VIBRATE mode. If lodge urgently needs to get hold of you they will call 5 times.

9. Communicate with the lodge, so they know where you are going & when to expect your return. Give a heads up ETA when you depart your destination so they know when to expect you back if you are doing sundowners.
10. Feedback – Be open to honest feedback from guests so you are able to adapt your tour to suit a wider range of interest groups.

3.12 Mountain Hiking Safety & Code of Conduct

1. Guide – Guide to be dressed neatly in clean uniform, clean shaven every morning, to be completely sober (no excessive alcohol or drugs in bloodstream within last 12 hours) Must have money needed for fuel and necessary entrance fees and permits. Must take backpack with first aid kit (see separate list for items required), mobile phone (in a ziplock bag) with airtime, data & emergency numbers, GPS (if necessary), space blankets, waterproof bivouac or shelter large enough to fit all guests under, waterproof jacket/poncho, hat, sunscreen, water, a walking rope (recommended: 30m x 8mm dynamic rope).

Guide should provide exceptional customer service through professional interaction and clear communication of expectations.

2. Guest Preparedness – Provide comprehensive activity information, such as the various hiking options with the guests the NIGHT before so they (& you) are well prepared to recommend the correct level of hike for the guests' ability. This will depend on age, fitness and hiking experience level.

Address any physical or mental restrictions, ensure safety and inclusivity of vulnerable participants.

Find out if they want waterfalls, rock formations, high berg views and what length of hiking they have done in the past. Find out what they want to get out of the hike then discuss the various grade difficulties, mileage & time it will take to do the hike, reminding them about the heat and how that can affect the length of the hike proposed.

3. Discuss the possible risks involved in the hike (without frightening them!) – heat exhaustion, sunburn, sunstroke, looking where you are going (so you do not twist an ankle), possibly snake or scorpion encounters. Obtain consent to take them on the hike, even knowing these risks. But do let them know that they will have the BEST TIME of their lives!

29. Medical Disclosure & Confidentiality - Guests should be given the opportunity to confidentially declare any medical conditions to the guide prior to the activity (preferably the night before) This information should be documented for reference. Medical history (such as pre-existing conditions, medications, allergies, disabilities, surgery, diabetes, epilepsy, cardiovascular disease, joints, bones, muscles, respiratory illness, depression, phobias, euphoria, or pregnancy).

30. Guest Equipment – Make sure the guests have correct footwear, warm clothing, waterproof gear, walking sticks, sunhat & sunscreen for the mountains. They must know how long the drive is to get there, how far the hike is when you are there, what to do about toilet stops (all tissue paper to be taken back with you)
They should each carry their own water sling so they ensure they personally consume enough liquids.
31. Guide to take - Always take hotbox & coolbox with all the items. It's lovely to have a warm cup of tea if you have been caught in a storm (even in the middle of summer!) PLUS extra water flasks & blue Coleman COOLFLASK with extra iced water in the summer months. Always have a few blankets and warm jackets in the car, in case of hypothermia & wet guest clothing (even in summer!) Make sure have signed the Mountain Register before leaving & that you sign back in on return.
32. Weather Forecast – Always check the weather forecast for the area you are hiking in to be sure you are correctly prepared & to determine your departure time. (if it is going to be very hot or stormy, arrange early breakfast & depart at sunrise)
33. Safety pre-briefing for guests – When driving to the mountains, ensure the guests wear their **seat belts**. Guides are required to communicate this to all guests prior to departure and, using their subtle judgement, remind guests regularly to do so, for the guests' own safety.
Weather and terrain condition assessment should be done on arrival or before departure, if possible. Should the conditions be unsafe for guests, then the trip should be cancelled. Always err on the side of SAFETY first.
34. General briefing and rules when walking – keep in single file (never go off the trail – for safety & for erosion prevention) keep hydrated, communicate their comfort & interest level. They should never get separated from the group. Always put the slowest one in the front so you can keep everyone together. Never stray off the path & rules for toilet breaks. No paper or anything left behind, Warning about snakes & scorpions – do not lift stones or logs, careful where you rest your behind!
35. Guide Behaviour – no smoking with guests at all, no use of mobile phone, unless for emergencies. Mobile phone setting on VIBRATE mode. If lodge urgently needs to get hold of you they will call 5 times.
36. Vehicle equipment – make sure vehicle has been refueled, oil & water & tyre pressure checked, visual inspection around the vehicle for any loose or leaking parts, mirrors, indicators, wipers all working. See separate checklist.
37. Vehicle Maintenance – regular servicing every 10 000km should be checked, wheel alignment & balancing every 3-4 months – driver to check Vehicle log book & make sure this is done at required intervals, Certificate of Roadworthy (COD) is done annually when Vehicle license is renewed. Maintenance Logbooks must include Inspection dates, and findings, Repairs and replacements completed.
Immediate Removal of Unsafe Equipment, any damaged or unsafe vehicles must be taken out of service.

38. Vehicle Safety Equipment – make sure **vehicle** has spare tyre, jack, wheel spanner, safety vest, safety triangles. See separate checklist in the car. Make sure that all EMERGENCY CONTACT NUMBERS are saved on your phone & you have enough airtime or data.
39. Regulatory Compliance – Guide to be in possession of valid Public Drivers Permit (renewable every 2 years), current Level 1 First Aid and to have a valid Guide's license. Ensure that you follow the specific National Park/Historical/Cultural site authorities' regulations. Comply with the National Environmental Management Act (NEMA) and biodiversity regulations and be sure to obtain the required licenses and permits for operating in the protected area you are going to. Make sure you are familiar with access regulations and procedures for the designated hiking area.
40. Incident Reporting – Any incidents should be documented in the book at reception. Names, dates & details of the incident should be recorded so this information can be passed onto Insurer & Tour Operator, if necessary.
41. Communicate with the lodge, so they know when to expect your return. Give a heads up ETA when you depart your destination so they know when to expect you back.
42. Feedback – Be open to honest feedback from guests so you are able to adapt your hike to suit a wider range of interest groups.
43. Leave No Trace (LNT) Principles - Implement and comply with the strict 'Leave No Trace' principles for all guided activities.
Take all waste back with you and dispose of it responsibly after the trip.
Keep water sources clean by washing and draining wastewater away from natural water supplies.
Conduct toilet activities at a safe distance from water sources and take all tissue paper back with you.
Stick to designated trails whenever possible to prevent erosion and habitat destruction.



44. Wildlife & Habitat Protection - Treat all plants and animals with care and respect; avoid picking flora or disturbing fauna.
Observe wildlife from a safe distance - do not feed or approach animals or block their intended pathway.
Minimise noise levels to avoid disturbing wildlife and local communities.

Follow ethical photography guidelines to avoid disrupting habitats.

Reduce noise pollution to prevent startling wildlife and disturbing other visitors.

45. Fire & Safety Compliance - Be aware of and adhere to local fire regulations and protocols. Make sure you find out where the park may be burning (during fire season) on the day you are hiking so you can avoid any issues.
46. Ethical & Cultural Considerations The holistic context of the trip should be considered and planned for, ensuring that hiking and trekking activities benefit both the environment and local communities while promoting fair labour practices and cultural respect. Operators should also consider other visitors and land users who also have the right to enjoy the environment.
47. Community & Cultural Responsibility - Respect local traditions and customs when operating near culturally sensitive areas. Seek permission before entering private or indigenous land. Educate guests on cultural sensitivities and appropriate behaviour. Support local crafters by encouraging guests to buy something from the local craft stores.
48. Incident Management Plan An incident management plan must be in place, detailing the steps to be taken in the event of an emergency, including what to do first, where to shelter, who to call when an emergency takes place. Identify evacuation routes and emergency shelters along all the trails.
Make sure that all guests are in a safe space away from further hazards before you call for help and treat with first aid.

Then call the Lodge Manager first to let them know what has happened, then call SATIB Crisis Care for further advice on what to do.

49. Legal compliance: Fatal accidents must be reported to the South African Police Services, with the body left undisturbed to preserve evidence.

3.13 Battlefield Tour Safety & Code of Conduct

50. Guide – Guide to be dressed neatly in clean uniform, clean shaven every morning, to be completely sober (no excessive alcohol or drugs in bloodstream within last 12 hours)

Must have money needed for fuel and necessary entrance fees and permits.

Must take mobile phone (in a ziplock bag) with airtime, data & emergency numbers, waterproof jacket/poncho, hat, sunscreen, water.

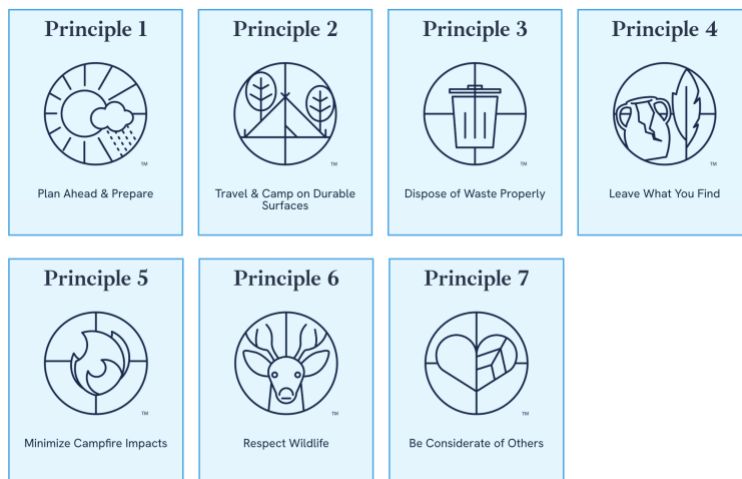
Guide should provide exceptional customer service through professional interaction and clear communication of expectations.

51. Guest Preparedness – Provide comprehensive activity information, such as the length of the drive, how much walking is involved, what time you will return and whether there are accessible ablutions available on the battlefields.
Address any physical or mental restrictions, ensure safety and inclusivity of vulnerable participants.

Age & fitness & interest level of guests. Custom-make your tour to fit the needs of the guests. If they only want the 'short version' then try your hardest to give it to them. If they are unable to walk, modify the tour so they don't have to walk far or at all etc. Perhaps they have a relative that participated in the battle and you could do some research for them ahead of the time. Or, perhaps they only want a summarized, simpler version of the story.

52. Medical Disclosure & Confidentiality - Guests should be given the opportunity to confidentially declare any medical conditions to the guide prior to the activity (preferably the night before) This information should be documented for reference. Medical history (such as pre-existing conditions, medications, allergies, disabilities, surgery, diabetes, epilepsy, cardiovascular disease, joints, bones, muscles, respiratory illness, depression, phobias, euphoria, or pregnancy).
53. Guest Equipment – Make sure the guests have correct footwear, warm clothing, waterproof gear, walking sticks, sunhat & sunscreen. They must know how long the drive is to get there, how far the walk is when you are there, what to do about toilet stops (all tissue paper to be taken back with you)
They should each carry their own water sling so they ensure they personally consume enough liquids
54. Guide to take - Always take hotbox & coolbox with all the items. It's lovely to have a warm cup of tea if you have been caught in a storm (even in the middle of summer!) PLUS extra water flasks & blue Coleman COOLFLASK with extra iced water in the summer months. Always have a few blankets and warm jackets in the car, in case of hypothermia & wet guest clothing (even in summer!)
55. Weather Forecast – Always check the weather forecast for the area to be sure you are correctly prepared & to determine your departure time. (if it is going to be very hot or stormy, arrange early breakfast & depart at sunrise)
56. Safety pre-briefing for guests – When driving to the mountains, ensure the guests wear their **seat belts**. Guides are required to communicate this to all guests prior to departure and, using their subtle judgement, remind guests regularly to do so, for the guests' own safety.
Weather and terrain condition assessment should be done on arrival or before departure, if possible. Should the conditions be unsafe for guests, then the trip should be cancelled and the tour can be done from the lodge. Always err on the side of SAFETY first.
57. General briefing – always let your guests know how long they will be walking for, standing for and when they expect to finish. Let them know they can interrupt you anytime if they are feeling uncomfortable.
58. Guide Behaviour – no smoking with guests at all, no use of mobile phone, unless for emergencies. Mobile phone setting on VIBRATE mode. If lodge urgently needs to get hold of you they will call 5 times.

59. Vehicle equipment – make sure vehicle has been refueled, oil & water & tyre pressure checked, visual inspection around the vehicle for any loose or leaking parts, mirrors, indicators, wipers all working. See separate checklist.
60. Vehicle Maintenance – regular servicing every 10 000km should be checked, wheel alignment & balancing every 3-4 months – driver to check Vehicle log book & make sure this is done at required intervals, Certificate of Roadworthy (COD) is done annually when Vehicle license is renewed. Maintenance Logbooks must include Inspection dates, and findings, Repairs and replacements completed. Immediate Removal of Unsafe Equipment, any damaged or unsafe vehicles must be taken out of service.
61. Vehicle Safety Equipment – make sure **vehicle** has spare tyre, jack, wheel spanner, safety vest, safety triangles. See separate checklist in the car. Make sure that all EMERGENCY CONTACT NUMBERS are saved on your phone & you have enough airtime or data.
62. Regulatory Compliance – Guide to be in possession of valid Public Drivers Permit (renewable every 2 years), current Level 1 First Aid and to have a valid Guide's license. Ensure that you follow the specific National Park/Historical/Cultural site authorities' regulations. Comply with the National Environmental Management Act (NEMA) and biodiversity regulations and be sure to obtain the required licenses and permits for operating in the protected area you are going to. Make sure you are familiar with access regulations and procedures for the designated hiking area.
63. Incident Reporting – Any incidents should be documented in the book at reception. Names, dates & details of the incident should be recorded so this information can be passed onto Insurer & Tour Operator, if necessary.
64. Communicate with the lodge, so they know when to expect your return. Give a heads up ETA when you depart your destination so they know when to expect you back.
65. Feedback – Be open to honest feedback from guests so you are able to adapt your tour to suit a wider range of interest groups.
66. Leave No Trace (LNT) Principles - Implement and comply with the strict 'Leave No Trace' principles for all guided activities.
Take all waste back with you and dispose of it responsibly after the trip.
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Observe wildlife from a safe distance - do not feed or approach animals or block their intended pathway.
Minimise noise levels to avoid disturbing wildlife and local communities.
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Reduce noise pollution to prevent startling wildlife and disturbing other visitors.
68. Fire & Safety Compliance - Be aware of and adhere to local fire regulations and protocols. Make sure you find out where the park may be burning (during fire season) on the day you are out so you can avoid any issues.
69. Ethical & Cultural Considerations The holistic context of the trip should be considered and planned for, ensuring that hiking and trekking activities benefit both the environment and local communities while promoting fair labour practices and cultural respect. Operators should also consider other visitors and land users who also have the right to enjoy the environment.
70. Community & Cultural Responsibility - Respect local traditions and customs when operating near culturally sensitive areas. Seek permission before entering private or indigenous land. Educate guests on cultural sensitivities and appropriate behaviour. Support local crafters by encouraging guests to buy something from the local craft stores.
71. Incident Management Plan An incident management plan must be in place, detailing the steps to be taken in the event of an emergency, including what to do first, where to shelter, who to call when an emergency takes place. Identify evacuation routes and emergency shelters along all the trails.
Make sure that all guests are in a safe space away from further hazards before you call for help and treat with first aid.

Then call the Lodge Manager first to let them know what has happened, then call SATIB Crisis Care for further advice on what to do.

72. Legal compliance: Fatal accidents must be reported to the South African Police Services, with the body left undisturbed to preserve evidence.

3.14 Vehicle Safety

DAILY VEHICLE SAFETY CHECKS

Before driving passengers in a vehicle at Three Trees, the following checks should be made

SAFETY ITEMS

Tyres (minimum 2mm tread)
Brake & Clutch Fluid
Oil
Water
Power steering fluid
Mirrors
Hooter
Indicators
Lights
Seatbelts
Wipers
Steering
Lights
Oil/water leaks
Heating/Airconditioning
Fire Extinguisher
First Aid Kit
Warning Triangles
Emergency Contact numbers/procedure
Water
Map
Reflective/Highly visible Jacket

COMFORT ITEMS

Coolbox with water/soft drinks
Hotbox with tea/coffee/biscuits
Umbrellas
Jackets
Walking Sticks
Blankets/jackets in winter
Seating

Vehicle Safety Procedures

- 1 All passengers should be seated in seats with seat belts & should wear these at all times. It is policy that all **guests wear seatbelts at all times** whilst the vehicle in which they are traveling is in motion. Drivers and guides are required to communicate this to all clients prior to departure and, using their subtle judgement, remind guests regularly to do so, for the clients' own safety.
- 2 No smoking, alcohol or illegal drugs are permitted in the vehicle
- 3 Cell phone operations, by the driver, are strictly prohibited while the vehicle is in motion.
- 4 Evaluate weather conditions & curtail travel when conditions are hazardous
- 5 (Fog, heavy snow, ice & strong winds)
- 6 Operate vehicle with headlights on at all times while driving
- 7 Adhere to traffic regulations at all times
- 8 Report any incidents whilst transporting guests in company vehicle
- 9 Be sure to have your guides license, drivers license & cell phone PLUS CHARGER at all times

Breakdown Procedure

- 1 If you break down, avoid stopping in a dangerous place if possible, such as on a roundabout or corner. If you can, keep driving safely for a short distance, drop your speed to dead slow, use your hazard lights and try to pull off the road completely or pull over on a straight bit of road.
- 2 If you have to stop on a road, display your emergency triangle at least 45 metres behind your vehicle (but don't do this on a motorway)
- 3 Call the lodge or direct breakdown service if lodge is not available
- 4 Switch off your engine and wait in a safe place, away from traffic.
- 5 If on the highway, try to exit soonest
- 6 If you have to stop suddenly, pull onto the hard shoulder with wheels turned left away from traffic
- 7 Put on your HAZARDS
- 8 Turn on side lights in poor visivilty
- 9 Never attempt to retrieve tyres or lost loads from the road
- 10 Even if it's cold or rainy, get guests out of the vehicle – it's dangerous to wait inside as you are at risk of being hit from the rear at high speed by passing traffic.
- 11 Make sure you and all passengers exit the vehicle on the left-hand side. Anything on the hard shoulder within half a metre of the white line is at high risk of being struck by passing traffic.
- 12 Walk off the road –up the embankment if there is one, or climb over the crash barrier or into the field.
if there is one
- 13 NEVER try to cross lanes over the motor way if there is one.

Tyre Changing Procedure

For your own safety

Don't try to change a wheel on the hard shoulder of a motorway or at the side of a road. Wear High Viz Jacket immediately.

Turn off or pull over well away from the traffic and call for help.

Don't try to change a wheel on soft, loose or uneven ground.

Don't try to change a wheel with passengers still in the car.

Move everyone to a place of safety, well away from the vehicle and carriageway.

Don't work under a car while it's raised on a jack.

Don't try to use the jack anywhere other than at the specified jacking points – attaching the jack in the wrong place can cause damage to the car and/or risks it collapsing when lifted.

What you'll need

handbook - showing where to attach the jack

spare wheel - with adequate tread and correctly inflated

vehicle jack

wheel-nut wrench with extension bar and locking wheel nut adaptor if fitted

at least one wheel chock

gloves – the wheel/tyre will be dirty

something to kneel on – the ground will be dirty too

sharp knife or cutters to remove cable ties if these are used to hold wheel trims in place

torch

reflective jacket and sensible/strong shoes for your own safety

Before lifting the car

1. Plan the job so that the vehicle is raised for the minimum amount of time.
 2. Switch off the engine and turn on the hazard lights.
 3. Apply the handbrake and engage first gear (or 'P' if an automatic).
 4. Chock the road wheel diagonally opposite the one to be replaced.
 5. Remove the spare from the boot/carrier – a carrier under the vehicle may be rusty and difficult to move.
 6. Lay the spare on the ground where it will be convenient for fitting.
 7. Remove the wheel trim (if fitted) – you may have to cut cable ties and/or lever the trim off.
 8. Place the jack in the recommended lifting point closest to the wheel to be removed. lift the car any further yet.
- Ensure that the jack head engages correctly (as shown in the handbook) Don't and extend the jack until it just starts to lift the car on its springs.

9. Slacken off the wheel nuts/bolts (most turn anti-clockwise to undo) using the vehicle's wheel brace and

locking wheel-nut adapter if required.

10. Keep your back straight and body weight evenly distributed on both feet. Apply effort downward and in a controlled way so that when the nut finally 'breaks' you won't lose your balance or fall over. You can achieve greater efficiency by applying controlled effort through the foot, but only if you can support your upper body.

Lifting the car

Raise the jack to lift the vehicle sufficiently so that the wheel is just clear of the ground.

Remove the slackened wheel nuts/bolts while keeping the wheel in position on the hub using a knee or toe

– leave the top one until last so that both hands are free to lift the wheel away from the hub.

Fitting the spare

Fitting the spare is the reverse of the removal procedure – secure the wheel by refitting the top bolt/nut first, and tighten all the nuts by hand first in stages and in a diagonal sequence.

Don't oil the bolts/nuts before refitting them, as this will make them more likely to work loose.

Carefully lower the wheel to make contact with the ground before fully tightening the wheel nuts –

again in diagonal sequence.

Stow the damaged wheel safely. Replace it in the carrier or boot well.

And finally

Check/adjust the pressure in the 'new' tyre as soon as possible.

Get the wheel nuts tightened to the correct torque figure as soon as possible.

Get the damaged tyre replaced or repaired as soon as possible.

Car Hijacking

DO'S

- Always travel with the doors locked.

- Keep all windows closed or, at most, do not open them more than would allow a hand to fit through.
- Leave enough room between your car and the one in front to avoid being boxed in. Make sure you can see where the tyres of the other car make contact with the road.
- Remain in your car if it is hit from behind by another vehicle. Inspect any damage only once you are sure it is not a hijack attempt.
- Attract the attention of other motorists or pedestrians if you think you are in danger. You can use the hooter, flash your lights, put your emergency lights on and shout.
- Be aware of anybody who approaches your car or is loitering near traffic lights, stop streets, parking areas or your driveway.
- Constantly monitor what vehicles are travelling behind you, ahead of and next to you. More than one vehicle could be involved and they could be setting a trap to stop you. If you are suspicious of vehicles around you, take responsible action to get out of the situation.
- If you suspect that you are being followed, you should ideally drive to the nearest police station. If this is not possible, drive to another safe place but do not go home.
- If approached by a suspicious-looking person, especially at night or in lonely areas, drive off quickly from a stop street or intersection, always heeding traffic danger. Skipping a stop sign or red light remains an offence and the onus is on you to prove that your action was in self-defence.
- At unusual or unexpected roadblocks, keep windows closed and doors locked and ask for the police or traffic officer's identity card. Show your identity document to them through the window. Trust works both ways, the same goes for being stopped by traffic officers at speed traps.
- On long journeys only stop to rest/stay overnight at safe places. Parking next to the road or in a parking area overnight is not safe.
Report any suspicious-looking strangers and vehicles to the police. Give a description of the occupants and their vehicle.

DON'TS

- Do not stop at the scene of an accident unless you are convinced it is genuine. Accidents can be set up in the hope that you will stop to assist. Sometimes a "body" is put next to the road. Rather drive on and report the incident at the nearest police station. Even slowing down much may make you vulnerable.
- Do not enter your garage or a parking area if you believe you are being followed. Drive to the nearest police station.
- Do not stop if, for example, a passer-by indicates that your car has a flat tyre or other defect. Drive to the nearest service station or safe area and check it there. It is a good idea to keep a product that temporarily seals any puncture and

inflates the tyre, in your car.

- Do not tell strangers of your movements and/or plans.
- Do not pick up hitchhikers or unknown passengers.
- Do not leave your car door open and the engine running while opening your garage door or gates - criminals can act faster than you expect.
- Do not be distracted by people handing out flyers at intersections or buy items, such as flowers, newspapers, cold drinks from unfamiliar vendors.

Surviving a hijacking - general tips:

- Regardless of the sort of crime and the criminals' intentions, the situation is an explosive one in which you both have one thing in mind: survival.
- Hijacking involves planning and the criminals are likely to have more experience in such situations, therefore more control over you and themselves.
- A hijacking is usually over in a matter of seconds or minutes but it is one of the most frightening experiences one can go through. Try your utmost to stay calm. Listen to the hijackers and do as they tell you and you have a greater chance of surviving.

Tips on getting through a hijacking alive:

- Your life and those with you must be your priority. Resisting the hijackers may cause them to become violent or even deadly. Remember: possessions can be replaced, a life cannot.
- The hijackers are probably just as scared and nervous as you are. They may even be under the influence of drugs or alcohol which may make their actions even more unpredictable.
- Try not to panic and do anything the hijackers may not be expecting. Do not scream or make sudden movements, such as motioning with your hands.
- Avoid eye contact with them.
- Keep your hands where the hijackers can see them, ideally at chest level. This will assure them that you are not reaching for a weapon. Do not raise your hands above your head as they may think you are trying to attract the attention of other

people.

- If they order you out of the car, wait for them to open the door or, if they order you to, do it slowly with one hand, keeping the other where they can see it. Also undo your seatbelt with one hand, preferably the hand furthest from the clip by extending your arm over your body (if it is on your left, use your right hand).
- Slowly move away from the car so that you cannot be perceived as a threat to them.
- Listen carefully to and make sure you understand what the hijackers are saying and follow their orders.
- Quietly but clearly assure the hijackers that they can take the car.
- Do not reach for or motion towards items they may demand such as wallets, briefcases and cellphones. Rather tell the hijackers where the items are and wait for them to get the items themselves, or they may tell you to hand them over.
- Be honest with hijackers. For example, if you have a firearm on you and they ask, tell them you have. Finding out or suspecting you have lied to them may unsettle them, make them nervous or aggressive and lead to them becoming violent. Tell them honestly how to deactivate any alarms or immobilizers or do it yourself, as ordered.
- Try and concentrate on the possibility of later identifying the hijackers. Make mental notes of how many there are, what they are wearing, their ages, and any facial or other physical characteristics. However, do not be obvious, do not stare at the hijackers. To them this means that you will later be able to identify them and give evidence against them and they could become violent or decide to kill you.
- Hijackers may not notice a sleeping baby in the back seat. If this is the case, tell them and point out that the child is not a threat and will make things more difficult for them. Never move to release the child without them saying you may. Do the same if a pet is in the car but do not push the point to where your life may be threatened at the expense of an animal.
- If ordered to lie down, do so and remain there with your head down. Do not watch them. Stay still until you are sure they have left and only then go for help.
- The hijackers may drive off with you or you may even be ordered to drive. If you are driving, do so responsibly and do not do anything out of the ordinary. Always remain quiet unless you need to reply to a question or clarify an order.

Remember to be honest with them.

- Once you have been released, make sure that you are out of harm's reach before moving to get help.

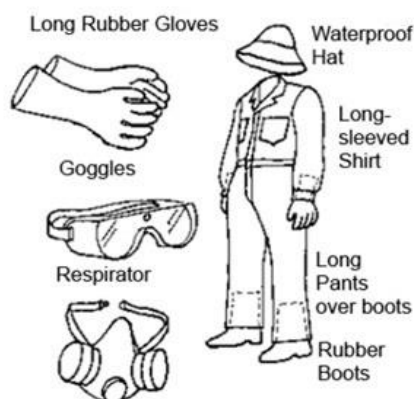
After a hijacking:

Get help as soon as the hijackers have left you and immediately report it to the police. The police have a greater chance of catching the criminals while they are on the move in your car.

You experience severe trauma by experiencing a hijacking, trauma that can manifest itself in many different ways soon or long after the incident. You need to get professional counselling to help you deal with what happened and cope with it emotionally. Seek help within hours of the hijacking. Do not fool yourself into thinking you will "get over it". Remember that you are not to blame for anything that happened. Criminals look for new opportunities and situations that make their potential victims vulnerable, and develop new techniques to steal our vehicles.

3.15 Protective Gear for Staff

It is the responsibility of the Health & Safety Committee to ensure that staff are well protected during all the activities they carry out at the workplace. This may vary from steel-capped, non-slip shoes in the kitchen, rubber gloves, respirator while painting, goggles while working with heavy machinery, long pants, sun hat against heat stroke.



3.16 Water Treatment & Safety

Legionella is a natural occurring bacteria found in water or soil and can cause Legionnaires' Disease, which is a severe pneumonia. Regular dosage of all rain & borehole water tanks with Sodium Hypochlorite is done & recorded to ensure it is not contaminated. Water stagnation is prevented by running. Taps and showers regularly when rooms are unoccupied. Water is cycled between the tanks utilizing bottom part of tank (older water) first then new water is pumped in from the top.

Regular testing of groundwater is also done.

3.17 SHE & Risk assessment Reporting

Training of H & S officers in SHE reporting system. Checklists are completed regularly (every 3 months) where committee will walk around the buildings & grounds inspecting any potential risks, who they affect, possible solutions & monitor & report the outcomes. All this is recorded & kept in the H & S file.

Further risks below have been identified & actions put in place to mitigate.

Emergency Lighting

Although the lodge is entirely powered by solar with a battery back-up, there may be times when you require emergency lighting. There are mobile solar torches in every guest room hanging at the exit door for convenience. To activate the light, flip the small wire lever over to touch the solar panel. Alternatively, should you prefer a more romantic ambience, you can light the paraffin hurricane lamp by removing the glass casing & setting a match to the lint. The length of the lint can be adjusted by turning the small round wheel at the base of the glass. To extinguish, please blow out the flame through the top of the glass. Please note that the glass may become hot during use, so we kindly ask that you handle it with care.

Remote Location

One of the joys of staying at Three Tree Hill is our wonderfully secluded location. The lodge is reached by a private farm road with no passing traffic, so you can relax and enjoy the peace and quiet of the countryside. Our eastern boundary adjoins a protected area managed by Ezemvelo KZN Wildlife, further enhancing the feeling of being immersed in nature.

Perimeter Security

For your peace of mind, the lodge and guest areas are separated from the surrounding farmland by 1.4m perimeter fencing, and access to the property is via a single controlled entrance. The entrance gate is operated electronically and is equipped with an intercom and video monitoring system, helping us maintain the privacy and security of our guests while preserving the peaceful atmosphere of the lodge. The boundary with the game reserve is secured with a 2.4m high fence, and there is no dangerous game on the farm side.

Security Personnel

There are no security personnel on the property, however there are security video surveillance cameras that have been placed at strategic points to monitor any movement. There are 2 video cameras with notification alarms situated along the entrance road (1.5km away) and the entrance gate that would notify management of approaching vehicles at any time of the day or night.

Video Surveillance

A total number of 21 video surveillance cameras have been installed on the property in strategic places to ensure recording of possible incidents. These are controlled in the main office and by management access on their mobile devices. There are no cameras in ablution or bedroom areas to uphold privacy policy.

Safes for Valuables

All rooms front and back doors have locks with keys. All windows have secure latches to close. All guest rooms have digital safes for storing valuables or cash. Larger valuable items can be stored in the Lodge Firearm safe, to which the owner has access.

Vehicle Parking

Covered vehicle storage parking bays are provided at Burchells, Churchills and Main Lodge areas so guests can store their vehicles securely. Motion sensor night lighting and video cameras are placed at these garages.

Night Lighting

All pathways to guest rooms have foot lighting, all outside buildings and garages have lighting, which are controlled with day/night sensors.

Night Sounds

From time to time various antelope, porcupine, aardvark and even on occasion, our dogs & cats move around the grounds at night – please do not be alarmed!

3.18 Pool Safety Policy

This Swimming Pool Safety Policy has been established to promote a safe and enjoyable environment around the pool areas.

General Pool Rules

- Use of the swimming pool is entirely at the guest's own risk.
- No lifeguard is on duty unless otherwise stated.
- Children under the age of 12 must be supervised by a responsible adult at all times.
- Running, diving, rough play, or jumping into the pool is prohibited. Signs indicating this have been erected at all the pools.
- Glassware and breakable items are not permitted in or around the pool area.

- Smoking is not permitted within the designated pool area.
- Appropriate swimwear must be worn when using the pool.

Pool Operating Hours

- The swimming pool is open daily from [insert times].
- Guests are requested not to use the pool outside of operating hours for safety and maintenance reasons.

Hygiene & Health

- Guests are encouraged to shower before entering the pool.
- Anyone suffering from an infectious illness, open wounds, or skin condition should refrain from using the pool.
- No food or drink may be consumed while inside the pool.
- All pools are fitted with Animal Escape Ramp to prevent them drowning and contaminating the pool.

Emergency Procedures

- Emergency contact numbers and first aid information are displayed near the pool area.
- A first aid kit is available at reception
- In the event of an emergency, guests should immediately notify management or the nearest staff member.
- A lifebuoy is situated each pool.

Alcohol Consumption

- Guests consuming alcohol are expected to do so responsibly.
- Management reserves the right to refuse pool access to any guest deemed intoxicated or behaving irresponsibly.

Weather Conditions

- The pool may be closed during adverse weather conditions, including thunderstorms with lightening or heavy rain, for guest safety.

Maintenance & Water Quality

- The pool is tested daily by a designated person, cleaned and chemically treated accordingly to maintain safe hygiene standards.
- Management reserves the right to temporarily close the pool for maintenance or safety inspections.
- Pool chemicals are safely stored to prevent any accidental consumption
- All pool filters have been fitted with pool sponges, which are cleaned twice a year to reduce water loss by monthly back-wash procedures.

3.19 Staff Health & Wellbeing

Access to Well-being Support and Information

Three Tree Hill provides staff with the following in order to support our collective quest for excellent health, both at work and in our homes.

- Annual mobile clinic visits – basic health screening, winter flu vaccinations, TB screening and HIV testing are all done at the lodge free of charge for all staff annually.
- Health awareness days – Management will send out whats app information/posters about AIDS awareness day, Breast Cancer Awareness, Child Immunization awareness, TB awareness, General Health & fitness, Heart disease and encourage staff to share these in the communities.
- Annual Women’s Health Sessions with private consultations from Dr Mary – UK registered doctor visits and discusses specific topics related to women’s health, breast & cervical cancer awareness, menopause, general health & disease prevention.

Chronic Illnesses and Our Health

We all want to believe that ‘it will never happen to me’. But this is not true. Chronic illness and other health issues can and do affect all of us – either directly or indirectly – and in order to protect ourselves and our loved ones, we have to know the facts. At Three Tree Hill we ensure that our team is equipped with information and support to ensure their good health.

Healthy Living and Fitness

In addition to providing support to ensure that our team receives appropriate medical care in times of need, where possible. Three Tree Hill provides information and other support (e.g. training) about healthy lifestyle practices. This includes general health topics as well as guidance on healthy diet options.

- Posters / whats app messages about healthy eating – Department of Health whats app group and internet provide this information
- We encourage staff to participate in local marathons (or fun runs) to encourage fitness

4. Emergency Response Plans

4.1 For Staff

(Evacuations and Drill Procedures)

FIRE – LODGE / BUSH

1. **Fire emergency information** on the back of all room doors with layout plan of the lodge. All emergency exits from buildings are unobstructed and have clear signage directing guests and staff to assembly areas at croquet lawn and vehicle garage area. Below is the directive placed behind the guest room doors.

“Fire

In the event of a fire in your room, please evacuate immediately whilst blowing the whistle repeatedly. Make your way calmly to the EMERGENCY ASSEMBLY POINT at the Croquet lawn or the Vehicle Garage area. Please sound the EMERGENCY FIRE HORN as you walk past. A fire extinguisher is located to the left side of your room entrance outside, which can be activated by pulling the plastic yellow tag off, sliding the brass pin out & squeezing the handles together whilst pointing towards the base of the fire.”

2. **Alert the Fire and Safety Team**

Immediately report any fire to the Management team that they can inform the Fire and Safety Team, who will co-ordinate events from here. They will assess the severity of the fire and whether an evacuation is necessary.

3. **Use Emergency Air Horn as Fire Alarm**

Emergency Whistles are present in all rooms plus 3 x Emergency Air Horns (clearly labelled) and evenly distributed throughout the lodge grounds to alert all guests and staff of an emergency.

4. **Evacuation Procedures**

1. Follow Instructions– Follow Instructions from the Fire Marshalls, Safety Officers, or designated evacuation coordinators.

2. Stop Activities – Immediately stop all activities and ensure everyone is aware of the situation.

3. Close Doors and Windows – Close doors and windows as you leave to help contain the fire

4. Switch off Electrical and Gas supply – Switch off all electrical and Gas supply at the main switch outside the affected area.

5. Evacuate Immediately – Evacuate all buildings and immediately Assemble to the Emergency Assembly Point Mark at the Car park area.

6. Keep low to the ground – If there is thick smoke, keep as low to the ground as possible or crawl.

7. Do NOT re-enter – Do not re-enter the building without permission from the fire department or designated authorities.

8. Head Count – Evacuation officer will conduct a head count to ensure everyone has evacuated and are accounted for. They will collect guest day sheet from kitchen & staff register from reception to mark everyone off.

9. Wait for Instructions – Wait at the assembly point for further instructions and guidance.

6. Company Emergency Preparedness

1. Ensure all written emergency evacuation plans are in place and that all employees are aware of it.

2. Regular surprise Fire Drills (every 6 months) to be conducted so that everyone is in practice and all evacuation procedures are done correctly and in the shortest time.

3. Fire Safety Training to be done on a regular basis, how to operate fire extinguishers and fire hoses. (done annually when fire extinguishers are serviced)

4. Make sure that all escape routes are clearly marked and free of obstructions.
 5. Ensure that emergency lights are available and operating correctly.
 6. Ensure that all staff know where all the fire extinguishers are and how to use them.
 7. Emergency communications system in place. Notify on the Lodge Ops group and have the handheld radios charged and ready to use.
 8. Ensure that all staff are aware of any guests disabilities and who will attend and assist with that.
 9. Current Fire marshalls: Brian, Anel, Melanie, Ntobeko and Cheryl
- Staff with First aid: All staff have level 1 first aid training and certificates.

7. Fire & Safety Team

1. Designate a Fire Team Co-ordinator that will take charge and give instructions
2. Designate a Fire Evacuation Officer that will be responsible for Roll Call and getting everyone to Emergency Assembly Area safely. That person remains in charge of all guests and staff that are not fighting the fire.
3. Gather fire fighting equipment & head to the fire site. Follow instructions from the Fire Team Co-ordinator.
4. Ensure gas & electricity sources are shut off and doors & windows closed.
5. Alert Farm Manager / Neighbour (Jono & Angus) to assist with water trailer, if necessary

ROBBERY / ARMED ATTACK

Notify management as soon as there is a suspicion of a robbery or armed attack. Evacuate guests and staff down to the bushes below room number 6 and remain there until management calls you out when it is safe to do so.

Remain calm and give the assailants anything they want. Avoid eye contact at all times. Be submissive and follow their orders.

Call FARM WATCH - Dolf van Niekerk – 083 257 9677

MEDICAL

Should guests show signs of a medical emergency or have an injury that has resulted in pain, call **SATIB Crisis Care** for advice, with the guest (patient) with you so they are able to talk with the doctor to obtain accurate information. SATIB will prescribe further treatment or evacuation to medical facility.

Emergency Phone Numbers

SATIB CRISIS SITUATION – 031 100 2370

(Hi-jack, vehicle accident, guest injury, rape, assault, robbery, guest medical condition)

NEIGHBOURS

Barry Coventry	061 664 0340
Johnno Beghin	083 499 7803
Farm Watch – Dolf	083 257 9677
Angus Braithwaite	082 805 7656
Spioenkop Reserve Eric	071 883 2279

POLICE 036 4481095 10111

AMBULANCE 10177 (public) 082 911 (private)

Crime Stop	08600 10111
Women Abuse Helpline	0800 150 150
Childline	0800 055 555
Family Violence & Sexual Protection	012 393 2363
Life Line	0861 322 322
Poison Information	0800 333 444
AIDS Helpline	0800 012 322

DOCTORS

Vezi (Bergville) - for staff	036 940 0070
Ferreira (Winterton) – for guests	036 488 1211

HOSPITALS

La Verna Private (Ladysmith) – for guests	087 087 2600
Ladysmith Provincial - for staff	036 637 2111
Cheryl	084 985 4284
Simon	079 667 1216
Melanie	072 4354 210
Ruben	082 386 6767

4.2 For Guests

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Medical Emergency

Should you have a medical emergency that requires assistance, please call the reception or blow the emergency whistle hanging at your door repeatedly. Alternatively, blow the emergency air horn

nearest to you room. A basic first aid kit plus a limited selection of medication to purchase, is kept at the reception for your convenience.

Emergency Lighting

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Emergency Phone Numbers

Lodge Reception - +27 36 448 1171 / +27 82 379 1864

Lodge Owner - +27 84 985 4284 / +27 79 667 1216

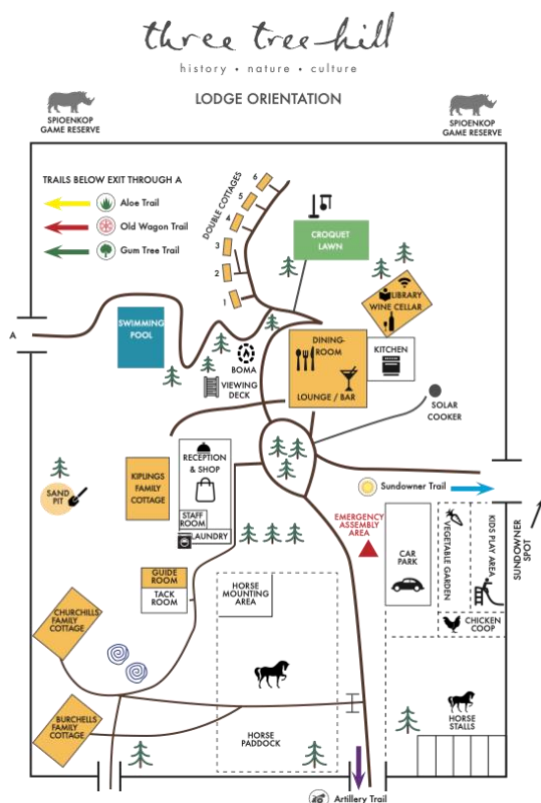
Hospital – La Verna Private Hospital (Ladysmith 48km away) +27 87 087 2600

Doctor – Dr Bjorn Ferreira (Winterton 46km away) +27 36 4881211

Emergency Exit

Should guests need to exit the property in an emergency they can activate the electric gate from inside with the code **1234#**

PLEASE SEE REVERSE SIDE FOR ORIENTATION MAP OF THE LODGE



4.3 Extended Emergency Procedures & Plan

Natural Disaster – Flood

Luckily, the lodge is situated on the TOP of a hill, so floods would not be a direct effect on the lodge itself, but staff, guests & supplies need to travel across a number of low-lying bridges to access the lodge, so these would be affected during floods. Due to the topography in the area, flooding is normally short-lived, since water levels normally drop quickly. (within 24 hours)

- Staff transport have been advised NOT to cross any river where water is above the tyres of the vehicle. Should this be the case, taxi driver (or staff) will report to the lodge by phone so management is aware.
- Management residing at the lodge will continue with duties.
- Plans will be made for guest evacuation across the Spioenkop Dam or helicopter if necessary.
- Incoming guests will be notified & arrangements made for postponement or other accommodation of the same standard booked for them until it is safe to access the lodge.

Natural Disaster – Drought

Water is a very precious resource in our area & since we normally only have rainfall for half the year, we are accustomed to preserving every drop. We make guests & staff aware of the use of this precious resource where ever possible.

Our major source of water is from our own borehole, which could run dry if the water table is not fed repeatedly for a number of consecutive years. Should this happen, the procedure is as follows.

- Contact the municipality to purchase a tanker of water to fill up the lodge water tanks for guest use.
- ALL laundry to be taken off-site to Ladysmith.
- Notice to all guests that no laundry will be done on site at all.
- Buckets be placed in the guest showers to encourage them to flush toilets with their shower water.
- All plugs to be removed from the baths & guests asked to refrain from bathing.
- Depending on the severity of the drought - Possibility of closing off the swimming pools to utilise this water for guest use.

Wildlife/Animal Attack

- Firstly, MAKE the AREA safe.
- Deal with animal has attacked the person or get the person to safety away from the animal.
- Assess the patient
- Notify the lodge.
- Call for HELP and make sure the person stays on the line or lets you know that someone is on the way. SATIB emergency line is best.
- Administer FIRST AID as the SATIB Emergency personnel will describe to you.
- Notify the wildlife rangers from Ezimvelo about the animal so necessary measures can be taken.
- Once guest has been safely evacuated & attended to you can write a detailed report as per Incident Report Forms found in the Reception.
- Follow up with guest & their well-being.

Financial Disaster

This could mean a sudden cut-off of funds from our regular sources ie. Guests.

- Reduce as many operating costs as possible
- Cancel any large stock orders where possible.
- Process/preserve/pickle what fresh food we have to keep for better times so as not to waste existing food stocks.
- Notify staff so they are prepared for short-time or reduced wages.
- Research as many government aid funds as possible to obtain extra operating funds.
- Collaborate with partner stake-holders to share costs that can be shared off-site eg. Marketing

5. Incident Reporting

The reason why we have an Incident Reporting system is to prevent us from making mistakes in responding to a critical incident.

We need to: 1. Gather information about the incident

2. Create an action plan

3. Execute the action plan

What is a CRITICAL incident that needs reporting?

1. Accident in which a person is injured or dies
2. Criminal activity
3. Natural disaster
4. Medical illness
5. Negative media coverage of an incident or threat thereof
6. Accident that causes damage to property eg. Fire

CALL SATIB

They will: be available 24/7

They will perform telemedical consultation with the patient

Help diffuse emotions

Help you to manage the situation & provide advise to staff on what to do

They will phone medical services/ambulance/ helicopter for you

They will provide reports to media, lawyers, agents etc.

We need to:

Calmly control guests & staff at the scene

Call SATIB

Collect all information to give to SATIB (travel insurance details, passport)

Perform necessary first aid as instructed by SATIB

Assist with logistics to carry out the plan

Make sure:

Make sure all communication equipment is working (radios, cellphones)

Emergency equipment is available & everyone knows where & how to use it

Please fill in the Incident Report form once the incident has passed & file in the OHS file.

Incident Report Form

This form has been created to capture any workplace incidents and/ or accidents that occurred on the business property, and to describe what measures are taken to prevent its recurrence. Please record all workplace incidents (where something breaks) and accidents (where somebody gets hurt).

In South Africa, if, as a result of an incident at the workplace, any of the following situations occur, you are legally required to report them to the Compensation Commissioner. Fill in & submit Form WC12 When someone:

- dies,
- becomes unconscious,
- suffers the loss of a limb or part of a limb,
- is otherwise injured or becomes ill to such a degree that he is likely either to die,
- suffers a permanent physical defect; or
- is likely to be unable for a period of at least 14 days either to work or to continue with the activity for which he was employed or is usually employed.

Name of person/s
involved _____

Email Address _____

Phone _____ Age _____ Sex _____

Nationality & Tour Operator Contact _____

Date & Time of Incident _____

Location _____

Name & contact of accompanying guide

Nature of Incident

☐ Slip / Trip / Fall

☐ Medical Incident

☐ Injury

☐ Wildlife Encounter

- ☐ Vehicle Incident
- ☐ Property Damage
- ☐ Theft / Loss
- ☐ Food-Related Incident
- ☐ Activity / Excursion Incident
- ☐ Fire / Emergency
- ☐ Other

Please Specify:

Describe details of the incident below.

Names of individuals involved, details of incident, names & contact of witnesses, narrative of what actually happened.

Immediate Action Taken

- ☐ Person Refused Assistance
- ☐ First Aid Administered
- ☐ Call to SATIB for Insurance & Medical Advice

- ☐ Medical Assistance Requested
- ☐ Emergency Services Contacted
- ☐ Guest Transported to Medical Facility
- ☐ Manager Notified
- ☐ Area Secured
- ☐ Activity Suspended
- ☐ No Immediate Action Required

Follow up or Recommendations – How to avoid this in the future:
