

Eco Awards Namibia

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Assessment Form:

Establishment details:

Name: BuellsPort Lodge & Farm **No of beds:** 24

NTB Registration category: Guest Farm

And number: GFA00099

Physical address: Farm Buellsport, D1206 / C14, district Maltahöhe

email: frontoffice@buellsport.com

Contact person:

Name: Sunny Moyo / Johanna Sauber **Telephone:** 00264 (0)63 293371

Position: Manager / Owner

Cell-phone: **email:** info@buellsport.com


		TOTAL POSSIBLE SCORE	SELF-ASSESSMENT	ASSESSOR ASSESSMENT	AWARDED SCORE
1	Compliance with WHO guidelines	17		17	17
2	Reception- and Public Areas	13		13	13
3	Housekeeping & Public Areas	10		10	10
4	Eateries (Restaurants and Cafés), Bars, Banqueting and Food Handling	11		11	11
	SUBTOTAL	51		51	51
	TOTAL	51		51	51
	PERCENTAGE	100%	100%	100%	100%
	FINAL SCORE	100%		100%	100%
FINDING: Covid-19 readiness Compliant Status.				Compliant	Not Compliant Yet (See recommendations below)

Date: 21 June 2021

Name of Assessor: Hazel Milne

Date of MC approval: July 2021

Signature of MC Coordinator: *Hazel Milne*

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
1.	Compliance with WHO guidelines in the workplace to prevent Covid-19:	17		17		17
1.1	Is there signage with information at the entrance of the establishment, indicating the commitment of the establishment to complying with COVID-19 SOPS in order to reassure guests?	1		1	Displayed	1
1.2	Is there a disinfectant station at the entrance of the establishment, to ensure disinfecting of customers' hands even before they enter?	1		1	Yes right at entrance	1
1.3	Do you have a documented hygiene action plan, based on current WHO guidelines on workplace prevention of COVID 19?	1		1	Observed with emergency nrs.	1
1.4	Do you implement this increased hygiene action plan day-to-day at your property?	1		1	Observed onscreen	1
1.5	Do you educate staff and guests by means of information exchange and training of staff on the increased hygiene measures and appropriate infection prevention and control measures, in accordance of WHO guidelines?	1		1	Various inhouse comprehensive training sessions since May 2020 – 15 June 2021 masks issued & staff interviewed	1
1.6	Do you have a system in place to promptly contact health authorities as soon as it is noticed that a guest displays symptom related to COVID-19?	1		1	All numbers on cell phones, also in file and at Reception and staff notice board	1
1.7	Do your staff members have access to personal protective gear at all times, (masks, gloves and aprons, especially for cleaning and frontline staff)?	1		1		1
1.8	Is there a visible level of supervision by management staff?	1		1	Yes owner/managed presence visible	1
1.9	Are guests requested to complete a Medical- and Travel Declaration (which contains the full travel history of each guests) before or on arrival?	1		1	Standard Protocol document stating temperature, travel history etc.	1
1.10	Is the temperature of each arriving guest taken upon arrival and repeated every morning should the guest present with Covid-19 related symptoms?	1		1	Observed.	1
1.11						

CRITERIA DESCRIPTION		TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
	Do rooms and common areas have signage and clear instructions on protective measures – such as hand sanitising, surface sanitising, physical distancing and use of masks?	1		1	Prominently displayed	1
1.12	Are alcohol-based hand sanitizers available and being administered at all entry points?	1		1	Yes	1
1.13	Is the establishment / facility occupied to a capacity which allows compliance to the required social distance between persons in all public areas in the facility at all times?	1		1	Yes	1
1.14	Are guests limited in terms of access to public spaces and rooms, and are areas demarcated to indicate maximum numbers?	1		1	Yes – very large open spaces in public areas, numbers limited due to limited rooms available.	1
1.1.5	Are guests wearing masks in public, as prescribed in WHO guidelines?	1		1	No walk-ins due to location Yes	1
1.1.6	If applicable, had the service of valet parking been removed?	N/A		NA	NA	NA
1.1.7	Is there space in front of the entrance to the establishment, dedicated to the disinfection of luggage, and is the handling of luggage by hotel staff limited until such luggage had been disinfected?	1		1	Observed	1
1.1.8.	Is there a system in place to reduce the contact of customers with entrance doors of the establishment – (i.e. doors should be opened for them, or should open automatically)?	1		1	Most entrances are open all the time	1
		13		13		13
2.	Reception- and Public Areas:					
2.1	Is the required social distancing adhered to through the reduction of personal contact/hand services (no handshakes)?	1		1	Observed	1
2.2	Are clear floor markers or cordons used to promote distancing?	1		1	Social distancing prompted by positioning of furniture	1
2.3	Are there alcohol-based hand sanitisers visible and available at the reception/check in counter?	1		1	Yes	1
2.4	Is the handling of cash discouraged by encouraging e-payment and e-documentation and card payment?	1		1	Yes	1
2.5	Are card machines sanitised after use by customers?	1			Checked at Reception	

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
2.6	Are digital check-ins being encouraged?	1		1	Yes, also day visitors have to check in and complete register	1
2.7	Is there a clearly visible notice board up with action plan / medic and health service contact numbers?	1		1	At Reception and in office	1
2.8	Is the temperature measurement equipment readily available and functional?	1		1	Observed	1
2.9	Does the First aid kit contain additional disinfectants, alcohol-based sanitizers and Personal Protective Equipment (PPE's)?	1		1	Checked	1
2.10	Is there a system in place to stagger check-in and check-out times, to avoid queues and interaction amongst different guests/groups?	1		1	Yes – check-in done with guides of groups outside	1
2.11	Are luggage handles and -surfaces sprayed with a disinfection sprayed or wiped with surface sanitiser?	1		1	Observed – hands of handlers sprayed or guests usually handles own luggage	1
2.12	Are staff members handling luggage practicing hand sanitising before each luggage portorage?	1		1		1
2.13	Has magazines, marketing material and other non-essential decorative items been removed, to reduce touch surfaces and to avoid human-to-human contamination?	1		1	Yes observed Minimised and disinfect items as needed	1

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
3.	Housekeeping & Public Areas: Are all standard hygiene services in compliance with current WHO COVID-19 guidelines – including the following:	10		10		10
3.1	Is there a system in place to ensure that only empty rooms are being cleaned, so when guests are present, staff do not enter?	1		1	Rooms only cleaned after guests had left -housekeeper interviewed	1
3.2	Is a system in place for intensive cleaning and sanitation of rooms, following check-outs, to prepare for the next guests, using bleach and/ or 70% alcohol-based cleansing products?	1		1	Interviewed Laundry staff, observed cleaning products	1
3.3	Is there training being done with cleaning staff, including the hazards of using products such as bleach and alcohol-based cleaning materials?	1		1	Yes – interviewed and checked dates – intensive training	1
3.4	Is the use of gloves encouraged when cleaning, and handling of used linen and towels?	1		1	Yes, observed and plastic aprons for dealing with luggage	1
3.5	Are linen and towel items placed in sealable, waterproof bags before being transported to laundry facilities?	1		1	Yes – checked – trolleys and black rubbish bags	1
3.6	Are all touch points such as door handles, switches, kettles, remote controls, trays and amenities, shower handles and vanity surfaces being disinfected according to above guidelines?	1		1	Yes observed	1
3.7	Had non-essential decorative items such as removable rugs, carpets, cushions been removed from rooms?	1		1	Yes observed & treatment of water cooler with chlorine	1
3.8	Are all bedrooms daily ventilated?	1		1	Yes, all the time	1
3.9	Public Areas: Where possible, limit the number of people at the same time in a specific area. Distribute furniture to facilitate social distancing, such as: at the pool area the number of loungers should be reduced and spaced to allow at least two meters between guests. Discretion may be used with small groups travelling together.	1		1	Yes observed –	1
3.10	Avoid high touch points and reduce unnecessary décor and utilities, such as brochures, magazines, newspapers, vases, games and the like to avoid human-to-human contamination.	1		1	Yes observed	1

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
4.	Eateries (Restaurants and Cafés), Bars, Banqueting and Food Handling Subsector:	11		11		11
4.1	Are alcohol-based hand sanitizers available and administered at the point of entry?	1		1	Checked	1
4.2	Are guest registration implemented by means of pre-booking or upon arrival, to capture name and contact details of guests.	1		1	Yes,	1
4.3	Is social distancing enabled by ensuring space between tables and maximum 4 people per 10 square metre as a guideline?	1		1	Yes measured and also spaced also stagger separate groups	1
4.4	Are high risk points such as self-service areas manned and controlled by staff to limit touch of food items or utensils?	1		1	Very strictly adhered to Room service & plated dishes	1
4.5	Do menus focus on canteen / a la carte service or room service plated dishes, rather than buffets?	1		1	Observed	1
4.6	Are tables, chairs and all essential items (salt, pepper/ menus) sanitised after each use?	1		1	Observed	1
4.7	Are staff members wearing personal protective equipment, when in contact with guests and practicing required social distancing (waiters to remain one meter away from guests).	1		1	Observed	1
4.8	Are the restaurant/kitchen/scullery and storage areas, -surfaces and -items sanitized daily as per current WHO guidelines?	1		1	Observed	1
4.9	Are alcohol-based hand sanitizers available at all entry points to the kitchen?	1		1	Yes	1
4.10	Are staff members encouraged to regularly sanitise their hands after contact with touched surfaces and people?	1		1	Yes	1
4.11	Is in-house sale and consumption of liquor conducted as per government regulations?	1		1	Observed	1