

# Zambezi Helicopter Company

COVID-19 Health & Safety Protocols



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# Introduction

- ▶ Zambezi Helicopter Company (ZHC) have a comprehensive fully established and functional Safety Management System (SMS) covering Health and Safety within the operation.
- ▶ These guidelines have been implemented to ensure that our passengers can travel with confidence and that their health and safety is a priority.
- ▶ All the COVID-19 health and safety measures proposed will be integrated in the existing SMS.
- ▶ ZHC will continue to follow and implement the WHO guidelines and best practices within the Tourism industry.
- ▶ This will include but not limited to; risk assessments, Standard Operating Procedures (SOP's), trip and incident reports, data analysis and continuous improvement processes, screening, communication with clients, staff training and emergency responses.



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# Risk Management

- ▶ The strategic goals that Zambezi Helicopter Company is dedicated to implement within our operations which relate to COVID-19 risk management, for our passengers, staff, contractors and any other stakeholders to have a safe and enjoyable experience include:
  - ▶ Transmission barriers
  - ▶ Passenger Health Screening
  - ▶ Employee Health & Safety
  - ▶ Emergency Response



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# Transmission Barriers

- Social Distancing
  - Social distancing shall be adopted where possible, otherwise face coverings shall be worn at all times.
  - ZHC will reduce the number of people in a group whenever possible.
  - Operations will be adapted to allow distancing by at least 2 meters where possible.
- Signage
  - ZHC have the relevant signage displayed relating to COVID-19 health and safety measures.
- Reduce surface contact
  - ZHC will aim to reduce touchpoints where possible.
- Enhance sanitation
  - Identification of touch surfaces will be cleaned and disinfected following manufacturer's instructions for use of approved products.
  - Cleaning frequency will be increased as required.
- Hand washing
  - There will be regular opportunities for passengers and employees to wash and sanitize hands.



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# Passenger Screening

- ▶ Temperature checks will be done on all passengers upon arrival. Any persons with temperatures recorded over 37.5 degrees Celsius will be isolated and attended to by medical professionals.
- ▶ All passengers and employees to wear face coverings at all times. This is in accordance with the Zimbabwe's National guidelines.
- ▶ Disposable face masks will be provided for those passengers that may not carry their own face coverings.
- ▶ Hand sanitizer will be provided at point of entry at ZHC.



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# Employee Health & Safety

- ▶ All employees will have temperature checks upon arrival for their shift. Any persons with temperatures recorded over 37.5 degrees Celsius will be isolated and attended to by medical professionals.
- ▶ Employee training will be provided on all new Health & Safety procedures including COVID-19 guidelines.
- ▶ Face coverings will be provided for employees.
- ▶ Employees will be encouraged to wash and or sanitize hands when arriving or leaving any public or back of house areas.
- ▶ Personal protective equipment will be provided as required for the area of operation.



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# Emergency Response

- ▶ Zambezi Helicopter Company (ZHC) have a comprehensive fully established and functional Emergency Response Procedure (ERP) covering the response to incidents or accidents.
- ▶ Should any passenger, employee or visitor on site be found to have one of the above symptoms, the following will be exercised:
  - ▶ Managing symptoms and plan for separation.
  - ▶ Isolation from the public.
  - ▶ Seek assistance from Healthcare Provider for appropriate testing and treatment.
  - ▶ Contact tracing.
  - ▶ Follow up and communication.



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# Transfers

- ▶ Vehicles will carry a maximum of 70% capacity of passengers. This falls inline with Zimbabwe's National guidelines.
- ▶ Passengers will be seated with 1 free seat between each person, unless it is a party travelling together.
- ▶ The vehicle will be sanitized between transfers internally including but not limited to all seats, internal seat handles, door handles and any other contact surface.
- ▶ Overnight all vehicles will be washed and fully sanitized.



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# Helicopter Flight of Angels

The following guidelines will be followed:

- The Flight of Angels will operate at a maximum of 70% capacity (ie. the middle seat will not be used unless it is a party travelling together).
- Social distancing shall be adopted where possible, otherwise face coverings shall be worn at all times.
- Briefings prior to, or at the end of the activity, a minimum distance of two-meters or more shall be observed, and a well ventilated dedicated area will be used.
- The helicopters to be sanitized after every flight. The passengers will be escorted back to reception before the next passengers are loaded, to allow for sanitization.
- Mixing of nationalities will be avoided where possible.



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# Thank You

- ▶ Zambezi Helicopter Company would like to thank you for passing the relevant information onto your passengers, and for understanding these protocols are in place for the health and safety of each individual travelling with us.
- ▶ Stay safe during this time.



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