



# Performance Score Card of Unspoiled Queen Message and Wellness

Conventions	
Mandatory always	Mandatory in case of alert
Optional	Not Applicable

## 01 LEGAL REQUIREMENTS

- The business complies with legal requirements regarding recovery strategies for Covid-19 or other virus outbreaks.
- In case of alert status, the business commits to complying with the 'mandatory in case of alert' criteria.

## 02 OPERATIONAL AND STAFF PREPAREDNESS

- The business appointed a Hygiene Manager, responsible for adhering to virus-preventative protocols.
- A Health and Safety Protocol is operated for the prevention and mitigation of the spread of viruses.
- A Hygiene and Cleaning Plan is operated for the prevention or mitigation of the spread of viruses.
- The staff receives special training on all virus-preventative protocols and the use of PPE.
- Staff are provided with and utilise PPE in accordance with government regulations.
- Masks are worn by staff and/or guests in common areas.

## 03 CLEANING AND SANITATION

- The business implements virus-preventative cleaning practices.
- The business implements virus-preventative waste disposal practices.
- All staff and guests are provided with and encouraged to utilise disinfectants.

## 04 PHYSICAL DISTANCING

- Physical distancing is ensured between all staff and guests in common areas.
- Staff verifies whether groups of guests are allowed to be together without the physical distance.
- Social behaviour between all staff and guests is modified with regard to awareness of the spread of viruses.

## 05 TECHNICAL MEASURES

- The business ensures good air circulation, and ventilation or air filtration systems are checked regularly.
- Guest registration for the business is contactless.

## 06 ORGANISATION OF STAFF AND SUPPLIERS

- The staff is organised in permanent working groups to facilitate reduced interaction between groups.
- The health of employees is regularly monitored for symptoms of viral infections.

## 07 GUESTS

- Entrance to the facilities is organised to prevent or limit the spread of viruses.
- A basic health check is carried out on guests.
- Guests are required to make a reservation prior to visiting the business.
- Information regarding the virus prevention protocols is clearly communicated to guests prior to their arrival.
- Guests are clearly informed of relevant virus prevention protocols and measures during their visit.

## 08 LEISURE ACTIVITY

- The interior of the vehicle is thoroughly cleaned and sanitised after every trip.
- Any rental equipment or gear is thoroughly cleaned and sanitised after each use.
- Mandatory protocols regarding virus prevention and mitigation are upheld throughout all activities or tours.
- Any meals or beverages offered during activities or tours are provided in sealed containers or packaging.