

Big Five Tours & Expeditions

SOP Guidelines COVID 19

Policies & Procedures recommendations of CDC guidelines

CDC recommendations for employers responding to COVID-19, including those seeking to resume normal or phased business operations.

Office Cleanliness & Hygiene Procedures

1. 50% of Big Five North America team works remotely from different parts of North America touching 6 different locations in 2 different time zones. Those in our corporate office are seated more than 6 feet apart as social distancing is part of our floorplan
2. All our air conditioning units have built in UV lights to disinfect air prior to reaching the vents inside the building. All units are treated and maintained twice a year with a through cleaning.
3. Disinfectant cleaners are available near the kitchen for team members to use as needed. Team members are able to wear mask or gloves as desired.
4. Every desk and surface is cleaned and disinfected regularly, no more than 5 days between cleanings.
5. Shipping and printing labels are all prepared by computer in house with no cross use.

Shipping Documents procedures

1. The external shipping box is passed through a UV disinfectant light prior to pick up.
2. Shipping and printing labels are all prepared by computer in house with no cross use.
3. All documents and brochures and shipping contents disinfected with UV light prior to completion. All fulfillment is in house as we have our own indoor warehouse.
4. There is a clean, designated pick up location for all shipping documents on an isolated desk.
5. Big Five's travel documents are available on request in electronic form such as Axus Travel App

In-country vehicles

Big Five and all our partners worldwide are dedicated to the health and safety of our guests. Our partners ensure that safety and hygiene standards meet or exceed government regulations in their respective countries.