



## COVID-19: Business Interruption cover

COVID-19 (coronavirus) has had an immense impact on the global market, the effects of which are being felt across multiple sectors/ industries and enterprises in South Africa.

In this context, it is important for customers to note the following relating to possible claims against losses as a result of COVID-19. We have also included herein some general advice on measures that the public can implement to reduce their risk of exposure.

### Note to policyholders

An overall decrease in revenue due to the COVID-19 outbreak is a trade risk and cannot be claimed for if there is no specific booking with our customer or incident that links our customer directly to the loss.

### Point to remember with regards to cancellation of a booking

- A loss/event needs to be linked to a specific booking/s
- The booking date needs to have passed without being able to fill the cancelled/affected booking
- Proof that the cancelled booking was due to COVID-19, and that it could not be filled, will need to be provided
- The customer will need to provide a doctor's notes, death

- certificates (where applicable), booking cancellation confirmations, proof of deposits paid and not refunded, official documents for cancelled travel plans (where applicable)
- All other documents (in terms of the applicable policy) that may be required to substantiate the loss
- Each claim submitted will be based on its own merits

### Policy coverage

We have highlighted the sections in the policy wording where the cover would respond.

#### BnB Sure

#### **Business Interruption Extensions**

Loss following interruption of or interference with the business in consequence of murder, rape, suicide, food or drink poisoning, contagious or infectious diseases, vermin, pests, or defective sanitary arrangements occurring at the premises.

#### **What does this mean?**

*Should an outbreak occur at the premises and employees and guests need to be placed in quarantine, then a claim for loss of revenue can be submitted.*

Loss of revenue following the cancellation of accommodation by a guest by any reason over which the guest has no control and which specifically prevents the insured from being able to fulfil the booking.

#### **What does this mean?**

*The guest has a confirmed booking however, travel restrictions have been imposed by the relevant authorities or the guest has become ill and cannot travel. A claim can be submitted for that confirmed booking, provided that the booking could not be filled.*

Loss of revenue following the cancellation of reservation by a guest in the event that their trip is curtailed (either shortened or altered) due to:

- a. The unexpected death, injury or illness of any of the travelling party residing at the insured's establishment or the unexpected death, injury or illness of a close business associate or family member.

#### **What does this mean?**

*The guest has a confirmed booking but they (or a close family member) become/s ill resulting in the guest not being able to travel. A claim can be submitted for that confirmed booking, provided that the booking could not be filled.*

## Boutique Stay

### Consequential Loss Cancellation of bookings

The insurance under this item is limited to **the loss of the value of deposits received for the reservation** (booking) of accommodation in consequence of returning or refunding such deposits following curtailment or cancellation of the relevant bookings due to a cause listed below:

1. Accidental injury, **illness** or death of
  - i. the person for whom the accommodation was booked (the guest) or any person with whom he/she has arranged to travel;
  - ii. a close relative, fiancé or close business colleague of the guest...

#### **What does this mean?**

*The guest has a confirmed booking but has become ill and cannot travel or a close family member has become ill. A claim can be submitted for the deposit that needs to be refunded for that confirmed booking, provided that the booking could not be filled.*

### Robbery, violent crime, disease, pollution, animal and shark attack extension

(Note: all covers (a to g) below are limited to a 3-month indemnity period)

**Loss as insured by this Section resulting in interruption of the Business as a result of:**

- a. armed robbery, violent crime, murder or suicide occurring at the premises stated in the schedule
- b. food or drink poisoning at the premises or attributable to food or drink supplied from the premises stated in the schedule
- c. closure of the premises stated in the schedule due to defective sanitation, vermin or pests on the order of the competent local authority
- d. **notifiable disease occurring within a radius of 50 kilometres of the premises stated in the schedule**

#### **What does this mean?**

*In the event that an outbreak occurs at the premises and/or within 50 kilometres of the premises, resulting in a decline in bookings and subsequent loss of Gross Profit, a claim for such loss can be submitted. The claim must however be supported by evidence to substantiate the loss.*

## Wine Dine and Leisure

### Consequential Loss Cancellation of bookings

The insurance under this item is limited to **the loss of the value of deposits received for the reservation** (booking) of accommodation in consequence of returning or refunding such deposits following curtailment or cancellation of the relevant bookings due to a cause listed below:

1. Accidental injury, **illness** or death of
  - i. the person for whom the accommodation was booked (the guest) or any person with whom he/she has arranged to travel;
  - ii. a close relative, fiancé or close business colleague of the guest...

#### **What does this mean?**

*The guest has a confirmed booking but has become ill and cannot travel or a close family member has become ill. A claim can be submitted for the deposit that needs to be refunded for that confirmed booking, provided that the booking could not be filled.*

### Robbery, violent crime, disease, pollution, animal and shark attack extension

(Note: all covers (a to g) below are limited to a 3-month indemnity period)

**Loss as insured by this Section resulting in interruption of the Business as a result of:**

- a. armed robbery, violent crime, murder or suicide occurring at the premises stated in the schedule

- b. food or drink poisoning at the premises or attributable to food or drink supplied from the premises stated in the schedule
- c. closure of the premises stated in the schedule due to defective sanitation, vermin or pests on the order of the competent local authority
- d. **notifiable disease occurring within a radius of 50 kilometres of the premises stated in the schedule**

#### **What does this mean?**

*In the event that an outbreak occurs at the premises and/or within 50 kilometres of the premises, resulting in a decline in bookings and subsequent loss of Gross Profit, a claim for such loss can be submitted. The claim must however be supported by evidence to substantiate the loss.*

## Tours and Transfers

### Motor Cancellation of bookings (If cover has been selected)

The insurance under this item is limited to **the loss of the value of deposits received for the reservation** (booking) of accommodation in consequence of returning or refunding such deposits following curtailment or cancellation of the relevant bookings due to a cause listed below:

1. Accidental injury, **illness** or death of
  - i. the person for whom the accommodation was booked (the guest) or any person with whom he/she has arranged to travel;
  - ii. a close relative, fiancé or close business colleague of the guest...

#### **What does this mean?**

*The guest has a confirmed booking but has become ill and cannot travel or a close family member has become ill. A claim can be submitted for the deposit that needs to be refunded for that confirmed booking, provided that the booking could not be filled.*

**Consequential Loss  
Robbery, violent crime, disease,  
pollution, animal and shark attack  
extension**

(Note: all covers (a to g) below are limited to a 3-month indemnity period)

**Loss as insured by this Section resulting in interruption of the Business as a result of:**

- a. armed robbery, violent crime, murder or suicide occurring at the premises stated in the schedule
- b. food or drink poisoning at the premises or attributable to food or drink supplied from the premises stated in the schedule
- c. closure of the premises stated in the schedule due to defective sanitation, vermin or pests on the order of the competent local authority
- d. notifiable disease occurring within a radius of 50 kilometres of the premises stated in the schedule

***What does this mean?***

*In the event that an outbreak occurs at the premises and/or within 50 kilometres of the premises, resulting in a decline in bookings and subsequent loss of Gross Profit, a claim for such loss can be submitted. The claim must however be supported by evidence to substantiate the loss.*

**Using quieter periods to assess your business**

The impact of COVID-19 on South Africa's hospitality industry is already visible. We must all play our part in reducing employee and customer exposure (see guidelines on page 4) to stem the spread and minimise the socio-economic impact.

However, during a period of reduced bookings, we would recommend that you encourage your customers (owners/managers, etc.) to take some time to experience their own offering.

Advise them to pack a bag and spend a night in one of their own rooms. I am sure they will be surprised by the number of little things that need to be refreshed, repaired or changed.

In my travels I often come across blocked drains, plugs that are not in the correct position to dry your hair or power your laptop, and other things that need attention. The list goes on...

Most guests won't communicate what is wrong, they just won't return. Let's therefore use the time wisely to ensure establishments are delivering their best and that guests remain satisfied hence continue to return.

Please feel free to contact Lana Mizen on 011 370 9869 with any queries you may have.

## PREVENT THE SPREAD OF COVID-19



### HAND HYGIENE

- Keep your hands clean and sanitised
- Wash your hands:
  - For at least 20 seconds – regularly
  - After using the toilet
  - Before and during food preparation
  - After coughing or sneezing
  - After contact with animals, in general, or animal waste
- Where water is not available, it is advisable to use an alcohol-based sanitiser
- Avoid touching your eyes, nose and mouth with unwashed hands



### RESPIRATORY HYGIENE

- Cover your coughs
- Sneeze into your elbow or a tissue
- Do not reuse tissues and dispose of these in a sealed plastic bag
- No spitting in public areas



### OTHER PRECAUTIONS

- Avoid contact with dead animals or strays
- Avoid visiting markets and places where live or dead animals are handled
- Maintain at least a 1 metre distance between yourself and anyone who is coughing or sneezing
- If you are feeling unwell, it is advisable to:
  - Stay at home
  - Maintain a distance from others in the household
  - Seek medical attention
- Sanitise toilet seats before use and flush after use
- Ensure toilets remain clean after use
- Keep a clear desk to enable it to be cleaned



### POTENTIAL SYMPTOMS

- Fever
- Fatigue
- Cough
- Muscle aches
- Nasal congestion
- Sore throat
- Diarrhoea
- Sneezing
- Runny nose
- Difficulty breathing

Information provided by the World Health Organization

For more information and updates, please visit: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>





## LPG Safety

At Bryte, the safety of our customers and their businesses remain of utmost importance. We pride ourselves in approaching risk with purpose and facilitating proactive risk mitigation through innovative measures/solutions.

Unfortunately, towards the end of 2019, there were two major incidents involving the explosion of gas cylinders in a restaurant – one in Rivonia and the other in Ballito – causing several injuries and substantial property damage.

Understanding the diversity of risks facing hospitality businesses, we continue to provide access to training and risk mitigation support to our customers – and the partners who assist them.

For example, through our restaurant product, **Wine, Dine & Leisure**, we include our risk engineers who are well placed to guide customers on the right installation processes and compliance requirements. This helps reduce exposure to such incidents, assisting in safeguarding employees, customers and property.

### Here are a few tips for restaurant businesses on LPG safety, from our risk engineers:

Understanding that accidents involving gas cylinder explosions could cause grievous injury or even death, it is critical for employees to familiarise themselves with protocols for safe LPG usage.

### Risk assessment (Review of risk programme)

- The Occupational Health and Safety Act requires business owners to complete a written risk assessment on the hazards

- associated with the storage and use of gas cylinders
- This risk assessment must be reviewed on a regular basis (at least annually) and must list potential hazards as well as detail the measures in place to ensure safety
- Business owners should also ensure that employees are properly trained to handle gas cylinders, correctly
- It is advisable for customers to consult with their supplier to ensure they have access to the most updated guidelines on safe storage and usage
- Safety Data Sheets, provided by suppliers, must be consulted and followed

### Storage of LPG gas cylinders

- LPG cylinders should be securely stored in a well-ventilated area, preferably outside and away from:
  - Flammable and combustible materials that are corrosive, toxic or oxidising
  - Sources of potential ignition
  - Unprotected electrical equipment
  - Motor vehicles
- Unconnected or empty gas cylinders should be:
  - Secured to ensure they do not fall
  - Housed in a specifically designed gas cage which should be bolted onto a wall
  - Separated from full gas cylinders with the storage areas for full and empty gas cylinders, clearly demarcated.

It is vital to ensure that the storage areas contain at least one, 9kg dry powder extinguisher (placed close by) and are clearly marked with signage stating:

- No naked lights
- No cell phones
- No smoking

- The storage area must be well ventilated, secure and accessible to relevant persons only. The storage facility should be sited on a smooth, level surface, which is well drained and non-flammable. Businesses should not allow any building development, other activity or storage that could restrict access to the cylinders or inhibit air circulation/ventilation of the area around the cylinder.

### LPG maintenance

#### Business owners must:

- Regularly check LPG gas cylinders and storage area for signs of damage
- Look for signs of corrosion on the cylinder. Check hoses and seals for signs of cracking or deterioration
- Ensure safety inspections are completed on the installation (at least annually) by a registered contractor who is certified with the Liquified Petroleum Gas Association of South Africa
- Keep records of the safety certificate



## Cyber Funds Protect

Considering that more than 4.1 billion data records were exposed in just six months in 2019, ensuring data safety is becoming increasingly difficult in a world that is more interconnected than ever. We therefore urge you to educate customers on evolving cyber-related risks and inform them of Bryte's Cyber Fund Protect solutions which aims to provide protection against a comprehensive range of risks.

*"South Africa has significantly more financial crime than most other countries. With a rate of 77% compared with a global average of 49%, we are something of a hotbed of fraud and scams." – Personal Finance magazine*

On this note, here are a few, leading cyber-related scams impacting hospitality businesses.

- **Wire-less but more risk**
  - It is advisable to limit access to the Wi-Fi network by the means of a password but also ensure that there are restrictions based on sites that could infect malware into the network
  - Operating systems must also be updated at the recommended frequency to maintain the integrity of security
- **Don't be caught in phishing scams**
  - Everyone loves a good giveaway however if it seems like it's too good to be true, it very likely is a scam
  - Employees must be mindful of notifications that suggest they are eligible to win something by clicking on a link or of opening attachments that are not from trusted sources as these could contain malware or ransomware
  - Business should also ensure that authentication systems are robust, and firewalls are in place
- **Not leaving your cards "on the table"**
  - There continues to be many incidents where cards are cloned, or details secured through other means (e.g. a corrupt restaurant employee who obtains card details)
  - As a business, it is important to be vigilant and ensure there are measures in place to safeguard card details of customers as well as the reputation of the establishment