

# DIAMONDS

ATHURUGA  
MALDIVES



## POST PANDEMIC GENERAL OPERATIONAL GUIDELINES

DIAMONDS ATHURUGA ISLAND RESORT

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## SECTION 1 MANAGEMENT FOCUS AREAS

### 1.1 TRAINING AND INFORMATION



- All employees to undergo COVID19 management training which includes:
  - COVID19 Background Facts
    - Symptoms – Clinical Features
    - Transmission – Known High Risk Factors
    - Prevention – Protect self and others
  - Health and Safety Committee – Resort Emergency Response Team and Health Authorities
  - Preventive Measures to protect their health and others
  - Social Distancing Procedures
  - Disinfection Procedures
  - Proper use of PPE
  - Reporting Procedures in cases staffs develop COVID19 like symptoms
  - Emergency Response and Isolation Procedures
- HODs to reinforce, conduct refresher 15minute trainings during their department briefings on operational guidelines.

### 1.2 COMMUNICATION



- Management to maintain communication between the staffs to predefine information policy for guests as well as to rapidly provide and obtain information on incidents that may arise in the resort and know the status at all times.
- Short documents or informative posters to amplify key messages among guests and staffs including promotion of hand & respiratory hygiene and coughing etiquette.
- Up-to-date list of contact information of staffs including emergency contact phone numbers

### 1.3 MONITORING



- To keep a logbook of important actions and measures carried out and record them in complete details (e.g including date & time a disinfectant was used, by whom and where; any actions related should be recorded)
- To use logbook to improve the actions implemented.

### 1.4 PROVISION OF RESOURCES



- Management team to have enough human and economic resources to ensure that action plan is implemented rapidly and effectively.
- Provisioning of food supply if necessary
- Adequate stock of medically certified PPE to be maintained at the resort.
  - Disinfectant Chemicals to be used in different areas & Sanitizers
  - 10sets of Personal Protective Equipment Kit, Extra Masks and Gloves

### 1.5 SUPERVISION



- HODs to make sure the implementation of action plan and the effectiveness of the measures taken should be evaluated frequently to verify compliance.
- Management to conduct spot checks and audit on compliance.
- Crisis Team involving members of each department that will support management in implementation of the action plan and timely identification of required adjustments.
- HOD to be alert on staffs' absenteeism, HOD to inform HR and Doctor if such cases arise.

## SECTION 2 GUESTS LOGISTICS AND TRANSPORT

### 2.1 RECEIVING OF GUESTS UPON ARRIVAL



- All guests shall be met by a representative at the arrival airport.
- Basic details required for check-in shall be collected at this point.
- Luggage shall be identified and tagged to allow easier management.
- Luggage should be handled safely with gloves ensuring minimal contact with staff.
- Receiving staff shall be equipped with masks, gloves and sanitizer.

### 2.2 LUGGAGE HANDLING



- Luggage handlers should utilize gloves when handling tourist's luggage
- Proper care should be taken when transporting luggage to ensure that contact is minimal.
- Gloves should be disposed in a foot operated bin immediately after luggage transportation is complete.
- Personal disinfection procedures shall be undertaken at the end of each duty shift.

### 2.3 DOMESTIC TRANSPORTATION



- Transport Vessels/Aircraft shall comply with health and safety standards set forth by HPA.
- Mask and sanitizing shall be made compulsory before boarding the transfer vessel.
- Safe distance of one meter shall be maintained during communication.
- Disinfection/Decontamination procedures approved by HPA to be undertaken on vessels/aircraft after passenger disembarkation.
- Symptomatic guests shall be transferred to their destinations by separate transfers.

## SECTION 3 RESORT STANDARDS FOR REOPENING

### 3.1 ISOLATION FACILITIES



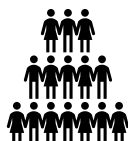
- Resort must provide for isolation of the guests in the guest resident room as per procedures stated in Section 9.1
- Resort shall allocate facilities and make arrangement for staff to isolate when necessary as instructed by HPA.
- Follow emergency response procedures in place to deal with suspected cases of COVID19 including isolation procedures.

### 3.2 SECURITY & MEDICAL OFFICERS



- Resort shall have a resident medical officer on site with HPA certified training on COVID19 management, isolation procedures and sampling.
- Resort shall appoint a safety manager responsible for communication and compliance regarding COVID19 measures and issues.

### 3.3 STAFFING



- All employees arriving on the resort from overseas and islands under monitoring shall be subject to COVID19 screening PCR tests.
- Employees shall be allowed to exit resorts pursuant to a 14-day quarantine undergoing COVID19 screening (staff travelling solely to airports for the purpose of escorting arrivals and departure will be exempted from this procedure). Exemptions shall be made in cases of emergencies under authorization and guidance from HPA.

## SECTION 4 GUEST JOURNEY – FRONT OFFICE CONTROL POINTS & PROCEDURES

### 4.1 GUEST ARRIVAL AND RECEPTION



- Symptomatic guests shall be escorted directly to their rooms upon arrival at the resort.
- GRO shall be equipped with masks, gloves, and sanitizer.
- Minimal staff shall be involved with receiving guests at the resort.
- Safe distance of 1 meter shall be maintained between guests and staffs.
- Symptomatic tourists shall be notified that they are to remain in their rooms until the receipt of their on-arrival PCR test results.
- Guest screening by GRO team includes:
  - Temperature Check
  - Check Respiratory Symptoms
  - Fill Guest Questionnaire
- Offer Hand Sanitizer
- Sanitize Luggage
  - Use of disinfectant spray across bag surfaces
- Collect documents using gloves

### 4.2 ON ARRIVAL QUARANTINE OF SYMPTOMATIC GUESTS



- Guests quarantined on arrival will be restricted to their rooms until the on-arrival PCR tests results are received.
- Meals shall be served directly to the room during this period.
- Restrictions shall be placed by the management on staff entering the rooms during this period.
- Linen changes shall be restricted during this period.
- Laundry towels and other fabrics shall comply with disinfection guidelines.
- Food service cutlery, crockery and trays shall be handled with gloves and disinfected prior to reentry into the kitchen
- All efforts shall be made by concerned parties to ensure that the PCR screening results for each sampled guest is cleared within 48hrs of sampling.

### 4.3 INFORMATION & COMMUNICATION



- Information on preventive control measures and management available at the reception in case guests asks.
- Available contact numbers for the emergency response team, health authorities.
- Receptionists and GRO should be familiar with the room occupancy policy for accompanying persons in the event of a suspected cases.
- Staffs to maintain logs of their contacts with guests and staffs and submit to management to be utilized for contract tracing.
- Guests shall be advised to minimize contact with other guests
- Guests shall be advised to maintain logs of their contacts with other guests and staffs.

### 4.4 CHECK OUT PROCEDURES



- No restriction would apply on guest checkouts if no symptoms displayed or no positive PCR result is recorded. However, masks shall be utilized during transfers.
- Luggage handling should be conducted as per guideline in Section 2.2

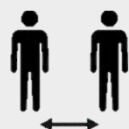


#### 4.5 EQUIPMENT AND RESOURCES



- Sanitizer available on the reception desk
- Use of masks are needed for people with symptoms or those taking care of them.
- Reception desk should have medical kit that includes the following:
  - Disinfectant wipes
  - Face/eye masks (face shields/goggles)
  - Disposable Gloves
  - Disposable Protective Apron
  - Full length long sleeve gown
  - Biohazard disposable waste bag

#### 4.6 SOCIAL DISTANCING & PROPER HYGIENE



- Disinfectant towel to be provided to guests upon arrival.
- Maintain a safe distance of at least one meter when communicating with guests and other staffs
- Avoid anyone who is coughing or sneezing. Offer masks for them
- Hand hygiene using alcohol-based hand rub or washing with soap and water.
- Hand disinfection should be done after exchanging objects (money, credit cards) with guests.
- Respiratory etiquette to be observed and to be reminded to the guests through brochure available in the room.

#### 4.7 MONITORING OF GUESTS WHO ARE POSSIBLY ILL



- Reception/GRO should record all relevant incidents that come to their knowledge. Report all possible cases, aid guests through appropriate advice, facilitate early detection and rapid management of suspected cases with local health authorities.
- Management and Medical services to evaluate situation and make appropriate decisions.

## SECTION 5 GUESTS CONTACT AREAS – RESTAURANTS & BARS

### 5.1 RESTAURANTS AND BAR – ALL AREAS

#### 5.1.1 INFORMATION & COMMUNICATION



- Staffs to strictly perform regular personal hygiene (handwashing and cough hygiene)
- Social distance with guests as well as among staffs.
- Maintain a distance of at least 3ft and avoiding anyone who is coughing or sneezing. Offer masks for them
- Sanitizers available at the entrance and the toilets

#### 5.1.2 CLEANING OF FURNITURE AND FIXTURES



- Clean and sanitize tables and workstations, chairs and equipment before and after each dining experience to prevent cross contamination and maintain hygiene standards.
- Sanitize menu holder and laminated paper after each use and store in sanitized menu basket

#### 5.1.3 TABLE SETTING



- Recommended settings, maximum of 4 persons for 10sqm.
- Two meters spacing between tables shall be observed strictly.
- Set scheduled timings in case of high occupancy to make sure proper distancing is observed between tables.

#### 5.1.4 BUFFET & DRINKS MACHINES



- Disinfectant towels to be provided to the guests upon arrival in the restaurant
- Chefs to dish out food for the guests
- Clean and disinfect the buffet surfaces before and after each service.
- Coffee machines and other machines should be cleaned and disinfected at least after each service and often if necessary.

### 5.2 RESTAURANTS AND BAR – LINENS

#### 5.2.1 COLLECTING WASHED LINEN



- Laundry supervisor and F&B heads makes sure that use of fresh hampers to get linen from laundry to maintain hygiene.

#### 5.2.2 SOILED LINEN



- To ensure prevention of cross contamination and maintain hygiene staffs should follow:
  - Use of gloves
  - Ensure mask is not removed
  - Dump into secure linen bag and handover to laundry
  - Self-sanitization
- Tablecloths and napkins should be washed in standard procedures.

### 5.3 RESTAURANTS AND BAR – DISHES/CUTLERY/CROCKERY/GLASSWARE

#### 5.3.1 CLEANING & SANITIZING



- Standard procedures should be used. All dishes, silverware and glassware should be washed and disinfected in a dishwashing machine including items that have not been used, as they might have contact with hands of guests or staffs.
- For manual washing of glasses in the room (wash, disinfect, rinse) taking maximum level of precautions.
- To ensure prevention of cross contamination & establish correct dining room practices:
  - Dishwasher at 80° degrees
  - Use of Gloves
  - Wipe with sanitized cloth

#### 5.3.2 DISHWASHER MAINTENANCE



- To ensure that equipment is in good working order
  - Change water after each meal period
  - Recommended chemical dosage
  - Regular check of temperature

### 5.4 IN ROOM DINING EXPERIENCE

#### 5.4.1 FOOD & BEVERAGE SERVICE



- To ensure preparations ready for smooth service &hygienic standards
  - Clean and sanitize the utensils preparing for food service
  - Safe and hygienic transition of food to location; food cling film secured
  - Sanitization before every food pickup
  - Wear gloves in front of guest prior to serving
- Food Clearance – prevent cross contamination
  - Hold glasses/plates from the bottom
  - Remove gloves after moving to wash area

## SECTION 6 GUESTS CONTACT AREAS - OTHERS

### 6.1 PUBLIC AREAS

#### 6.1.1 CLEANING & DISINFECTION



- Application of cleaning and disinfection measures in common areas: floors, doors, door handles, switches, furniture and washrooms every 4 hours
- Follow operating procedures for cleaning, managing solid waste and wearing personal protective equipment (PPE)
- Use of laundry bag to collect dirty laundry
- Wash with laundry detergent in hot water (60°-90°C) and dry well. Bleach can be added if available
- Wash used linen or mop heads with detergent and hot water with added bleach, dry well and reused.
- Waste disposal – used masks, gloves and should be discarded in a dustbin lined with 2 waterproof bags inside it.

#### 6.1.2 USE OF HYGIENIC CLEANING MATERIALS & TOOLS



- Cleaning staffs should be trained on the use of PPE as listed:
  - Gloves
  - Disposable Gowns
- If doing procedures that generate splashes. Add facial protection such as face shields or impermeable aprons
- Proper labeling of tools, materials, and chemicals for each are to ensure proper cleaning and disinfecting procedures has been followed.

#### 6.1.3 HAND SANITIZER DISPENSERS



- To ensure guest and staff have access to sanitizer and prevent cross contamination:
  - Visually inspect sanitizers in place in the common areas
  - Fill with relevant sanitizer

### 6.2 BATHROOMS/WASHROOMS – LOCATED IN GUEST ROOMS & PUBLIC AREAS

#### 6.2.1 COLLECTION OF SOILED LINEN



- To prevent cross contamination:
  - Use soiled hampers when collecting
  - Use gloves & disposable gowns
  - Handover soiled linen in laundry on completion of cleaning

#### 6.2.2 CLEANING & DISINFECTION



- To make sure all surfaces are clean and sanitize:
  - Use proper chemicals
  - Wipe/dry the surfaces
  - Clean & sanitize every 4hrs – public areas
  - Clean & sanitize every 8hrs – guest rooms
  - Select correct sanitizer type and apply on surfaces

#### 6.2.3 MONITORING OF SICK GUESTS



- Housekeeping and Cleaning staffs should inform management or reception desk of any pertinent incidents, including possibly sick guests in their rooms.
- Treat all information with discretion.

#### 6.2.4 HAND SANITIZER DISPENSERS



- To ensure guest and staff have access to sanitizer and prevent cross contamination:
  - Visually inspect sanitizers in place in the common areas
  - Fill with relevant sanitizer



## 6.3 GYM & RECREATIONAL AREAS

### 6.3.1 COLLECTION OF SOILED LINEN



- To prevent cross contamination:
  - Use soiled hampers when collecting
  - Use gloves & disposable gowns
  - Handover soiled linen in laundry on completion of cleaning

### 6.3.2 CLEANING & DISINFECTION



- Clean & sanitize gym equipment, switches, door handles, mirrors & all surfaces
- Enhanced cleaning and disinfection protocol should be followed to these facilities.
- Proper cleaning and disinfection of common items used in watersports.
- To make sure all surfaces are clean and sanitize:
  - Use proper chemicals to clean
  - Wipe/dry the surfaces
  - Clean & sanitize every 4hrs – public areas
  - Clean after every use

### 6.3.3 HANDLING OF PERSONAL BELONGINGS



- Do not handle guest belongings
- Keep items in a designated area
- Storage area should be sanitized after every use
- Staff shall utilize gloves when handling any items which have been in physical contact with guests if needed

### 6.3.4 HAND SANITIZER DISPENSERS



- To ensure guest and staff have access to sanitizer and prevent cross contamination:
  - Visually inspect sanitizers in place in the common areas
  - Fill with relevant sanitizer

## 6.4 SPA

### 6.4.1 SELF SANITIZATION



- Make sure all spa therapists are clean and sanitize before work starts.
  - Ensure proper hygiene to all therapists
- Maintain personal hygiene during work shift.
- Dispose aprons to a lidded bin after every treatment
- Wash and sanitize hands before and after every treatment

### 6.4.2 CLEANING & DISINFECTION



- Clean and sanitize spa reception area, door handles, switches & welcome amenities
- Treatment rooms, tools, switches, door handles and equipment to be cleaned and sanitized
- Wipe and clean the surfaces, amenities & sanitize
- Clean before start of the day & after every use
- Maintain checklist

### 6.4.3 HANDLING OF PERSONAL BELONGINGS



- Do not handle guest belongings
- Separate wardrobe for each guest belongings
- Sanitize before start of the day and after every use
- Staff shall utilize gloves when handling any items which have been in physical contact with guests if needed

## 6.5 GUEST ROOMS

### 6.5.1 GENERAL HOUSEKEEPING GUIDELINES

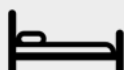
- Housekeeping shall enter rooms not under isolation
- Ensure proper use of PPE at all times
- Gloves must be changed between rooms and disposed of safely

### 6.5.2 COLLECTION OF SOILED LINEN



- Laundry shall be transported in sealed bags which have been sprayed with disinfectant solution.
- To prevent cross contamination:
  - Use soiled hampers when collecting
  - Use mask, gloves & disposable gowns under all circumstances
- Handover soiled linen in laundry on completion of cleaning

### 6.5.3 BED MAKING



- Bedding and linen should be handled with care to avoid contact and soiled to be bagged immediately
- Use fresh bed linens
- Clean and sanitize surfaces
- Use proper chemicals in sanitizing
- Maintain checklist

### 6.5.4 CLEANING & DISINFECTION



- Clean and sanitize all hard surfaces, remote controls, switches, and other controls. Door handles last
- Clean and sanitize bathroom surfaces
- Use proper chemicals to disinfect
- Maintain checklists
- Clean and sanitize soft surfaces –carpets, drapes, throw cushions etc
- Rooms should be deep cleaned once vacated by the guests
- Airconditioned and ventilation system should be clean

## 6.6 SWIMMING POOLS / JACUZZIES

### 6.6.1 COLLECTION OF SOILED LINEN



- To prevent cross contamination:
  - Use soiled hampers when collecting
  - Use gloves & disposable gowns
- Handover soiled linen in laundry on completion of cleaning

### 6.6.2 CLEANING & DISINFECTION



- Sanitize all sunbeds, umbrellas, side tables and shower areas
- Wipe surfaces with disinfectant
- Clean after every use and sanitize
- Maintain checklists

### 6.6.3 POOL PUMPS & WATER TREATMENT



- To maintain safety and hygienic standards:
  - Pool pumps to run only operational hours
  - Water treatment process need to be done daily basis
  - Maintain checklists

## 6.7 CASH AND CREDIT CARD TRANSACTIONS

### 6.7.1 CASH TRANSACTIONS



- To prevent cross contamination in cash receiving & dispensing
  - Use masks gloves to collect
  - Sanitize hands before and after handling cash
  - Place in marked disinfected cash box
  - Take cash only from the marked disinfected cash box
- Maintain proper social distancing

### 6.7.2 CREDIT CARD TRANSACTIONS



- Use gloves to collect and return when performing transaction
- Use masks when interacting with the guests
- Maintain proper social distancing

## 6.8 TRANSPORT FLEET – ARRIVAL/DEPARTURE; SAFARI & EXCURSIONS

### 6.8.1 VESSEL CLEANING & DISINFECTION



- Wash boat daily before day trips, begin with foam and then sanitize
- To provide safe & hygienic transport
  - Sanitize with disinfectant
  - Steering wheel/gears, seats
  - Dashboards & all handles, floors
- After guest dropped to resort/location sanitize vehicle

### 6.8.2 HAND SANITIZER, GLOVES & FACE MASKS



- Hand Sanitizer to be provided prior to boarding; guests to sanitize hands.
- Masks to be provided prior to boarding if not wearing already
- Hand sanitizer to be available for guests to use as required
- Staff shall utilize gloves when handling any items which have been in physical contact with guests

### 6.8.3 LUGGAGE HANDLING



- To provide safe and hygienic transport
  - Place baggage on washable floor mats
  - Use disposable gloves as required
  - Sanitize luggage by using proper chemical

### 6.8.4 COOL BOX MAINTENANCE; OTHER EQUIPMENT & TOOLS



- Clean & sanitize the box before & after every excursion
- Use new items for each excursion
- Sanitized tools and equipment before & after every excursion

### 6.8.5 MAINTAIN SOCIAL DISTANCING



- Ensure limited number of passengers per trip
- To remind guests on social distancing procedures before start of excursion
- Maintain at least 1-meter distance of seat placement

## SECTION 7 STAFF CONTACT AREAS

### 7.1 OFFICE ENVIRONMENT

#### 7.1.1 SELF SANITIZATION



- Shower using foam or soap before going to work
- Use of sanitizer upon entering the office

#### 7.1.2 SEATING ARRANGEMENTS

- 1-meter distance between each desk to be maintained

#### 7.1.3 OFFICE CLEANING & DISINFECTION

- To maintain a clean & hygienic office environment
  - Daily sanitization before work shift
  - Furniture, switches & fixtures sanitization
  - Door handles

#### 7.1.4 AC & AIR QUALITY CHECK

- Ensure the filtration is working and prevent any possible contamination
- Clean & check the filters regularly and allow fresh air through windows

#### 7.1.5 VISITORS SANITIZATION & MOVEMENT CONTROL

- Minimize exposure and ensure proper social distancing are followed
- Designated area to meet
- Area to be sanitized after every use

### 7.2 FOOD PRODUCTION AREAS

#### 7.2.1 SELF SANITIZATION



- Ensure everyone cleaned and sanitized before work starts
- Shower using foam or soap before going to work
- Use of sanitizer upon entering the office

#### 7.2.2 CLEANING & DISINFECTION

- Ensure health & safety standards & prevention of cross contamination
- Cleaning & sanitizing equipment & work surfaces before and after every use

#### 7.2.3 FOOD HANDLING



- Ensure no physical contact with food
- Handle food only with tongs or spatulas
- Wear appropriate PPE

### 7.3 LAUNDRY FACILITY

#### 7.3.1 SELF SANITIZATION



- Ensure everyone cleaned and sanitized before work starts
- Shower using foam or soap before going to work
- Use of sanitizer upon entering the office

#### 7.3.2 SOILED LINEN SEGREGATION



- To reduce the risk of cross contamination
  - Segregate linen in segregated bins
  - Guest personal laundry should be washed separately
  - Sanitize area after every wash cycle use
- To ensure that harmful pathogens are not transmitted
  - Disinfect laundry bins and trolleys after every use
- Linens and towels shall be washed as per disinfection guidelines set forth by HPA.

#### 7.3.3 PPE



- Ensure self-sanitization during the work shift
- Wear appropriate PPE under all circumstances
- Change PPE as per guidelines after every washing process

### 7.4 DELIVERIES & SERVICE PROVIDERS

#### 7.4.1 SCREENING



- To ensure safety of all our employees
  - Contractors/ third party visitors screening.
  - Providing PPE
  - Checking temperature
  - Check respiratory symptom
  - Record details
- Maintaining details in security logbook
- Use gloves when handling IDs

#### 7.4.2 DISINFECTION OF EQUIPMENT



- Spray sanitizer on the surface of all the equipment brought to the resort
- Spray sanitizer on the surface of all equipment before and after usage

### 7.5 GOODS RECEIVING AND STORAGE AREAS

#### 7.5.1 SUPPLIER SCREENING & PPE



- Restrict supplier movement; No supplier boat crew are not allowed to disembark from the vessel when delivering goods
- Record details
- Put on gloves before handling any items
- Dispose the gloves to a lidded bin after using

#### 7.5.2 SANITIZING OF GOODS & STORAGE AREAS



- To ensure prevention of contamination
  - Using tablets for perishable items
  - Spray on boxes, packages & bottles
- Washing & sanitizing surfaces in storage areas
- Limit access to only authorized individuals
- Proper covering of individual goods
- Handle with the use of disposable gloves

### 7.6 STAFF ACCOMMODATION

#### 7.6.1 CLEANING & DISINFECTION



- Maintain proper hygienic environment
- Spray disinfectant inside rooms every 2-3 days
- Clean and Sanitize regularly
- Use soiled hampers
- Use gloves
- Handover soiled linen to laundry on completion of cleaning

### 7.7 STAFF DINING

#### 7.7.1 CLEANING & DISINFECTION



- Clean & sanitize tables, workstations, chair & equipment at the end of each dining
- Ensure everyone cleaned and sanitized before work starts
- Shower using foam or soap before going to work
- Ensure proper use of PPE for food safety and hygiene

### 7.7.2 TABLE SETTING



- Maintain social distancing
- Clearly define 1-meter distance between each chair
- Limit number of entrants
- Demarcation of chairs and buffet queue

### 7.7.3 CLEANING & SANITIZING



- Standard procedures should be used. All dishes, silverware and glassware should be washed and disinfected in a dishwashing machine including items that have not been used, as they might have contact with hands of guests or staffs.
- For manual washing of glasses in the room (wash, disinfect, rinse) taking maximum level of precautions.
- To ensure prevention of cross contamination & establish correct dining room practices:
  - Dishwasher at 80° degrees
  - Use of Gloves
  - Wipe with sanitized cloth
- Deep Cleaning - Washing & sanitizing kitchen and staff dining area every night after the service



## SECTION 8 TECHNICAL AND MAINTENANCE

### 8.1 WATER TREATMENT

#### 8.1.1 WATER DISINFECTION



- Maintain concentration of disinfectant in water consumption and in pools or spa within the limits recommended according to standards. Preferably upper limits of range.

#### 8.1.2 WATER TANKS & QUALITY



- Water storage tanks to be cleaned every 3 months
- To ensure water is clean and safe for resort.
  - Monitor & record PH levels on a daily basis
  - By providing samples for lab tests on a monthly basis
  - Proper use of chemicals to ensure that any harmful bacteria/ viruses are eliminated

### 8.2 AIRCONDITIONING

#### 8.2.1 AC MAINTENANCE



- Proper functioning of ventilation, air exchange should be checked
- Monitor condition of air filters and maintaining the proper replacement rate of indoor air.
- Washing A/C filter with hot water before every arrival

### 8.3 DISHWASHING & LAUNDRY EQUIPMENT

#### 8.3.1 EQUIPMENT MAINTENANCE & CHEMICALS



- Before using manually check cleanliness of all aspects of the machine
- Proper functioning of dishwashing and laundry equipment should be checked, maintain operating temperature of 80°C and correct dosage of cleaning and disinfecting chemicals.
- Cross check the machine twice a day by test run. If any fault technician on duty must immediately attend
- Record Water Temperature
  - By reading machine display and manually checking with thermometer. Final rinse temperature: 70 –80 °c
- Check chemical measurement in machine and also chemical availability at store

### 8.4 DISPENSERS

#### 8.4.1 EQUIPMENT MAINTENANCE & CHEMICALS



- Clean on daily basis
- Regular checks to ensure proper functioning of soap and sanitizers
- Defective units should be repaired or replaced.
- Installation of units to dispense disinfectant gels in public areas.
- Label the dispensers with proper chemical name. (posters to be pasted near locations)

### 8.5 WASTE DISPOSAL

#### 8.5.1 PROPER HANDLING

- Separate bins shall be provided for disposal gloves, masks and other PPE items where frequently required
- PPE items which have been disposed of shall be double bagged and the bags sprayed with disinfectant before handling
- Handling of waste items shall be done while wearing masks and gloves and minimize contact
- Incineration of waste PPE shall be ensured

## SECTION 9 EMERGENCY RESPONSE

### 9.1 ISOLATION AND QUARANTINE FACILITIES

#### 9.1.1 ISOLATION GUIDELINES



- Entry into rooms shall be restricted, if essential, full PPE (inclusive of gowns, boots, caps, gloves, mask and face shield is required) shall be worn by the person entering and strictly minimal number shall enter the room.
- If duration of isolation is longer than 3 days, fresh linen can be provided, however restriction shall be placed on staff entering the room to change the linen.
- Meals shall be served directly to the room during this period
- Laundry of towels and other fabrics including personal items shall comply with disinfection guidelines set forth by HPA
- Food service shall be handled with gloves and disinfected prior to reentry in the kitchen

#### 9.1.2 HEALTH & SAFETY TEAM ACTION PLAN

- Inform guest/staff politely to confine in the room
- Resident medical officer to conduct routine temperature & symptoms check & document
- Any COVID19-like symptoms from staffs/guests shall be immediately reported to the medical staff on site
- Anyone displaying COVID19-like symptoms shall be isolated with immediate effect. Isolation guidelines in Section 9.1.1 should be followed
- Trained medical officer should take a sample from the symptomatic case while using appropriate PPE
- Any person with positive PCR testing resort shall remain in isolated in the room and be retested for confirmation. If the second test result is positive arrangements should be made with HPA and Ministry of Tourism for the removal of patient for further observation and treatment
- Such incident should be reported to Ministry of Tourism and Health Protection Agency immediately.

### 9.2 RESORT ZONING

#### 9.2.1 RESORT ZONING

- To close off zone in the instance a patient is identified
- General manager discusses with health & safety team & reservations
- Quarantine team in case a patient is identified
- Roster specific teams to specific zones

#### 9.2.2 ZONE CLOSURE & DECONTAMINATION

- Demarcation as restricted area
- Security assigned to avoid any guest / staff entering
- Transport linen in biohazard disposable bags to destroy point as instructed by HPA
- Wash all items (chairs, tables, bed, coffee table)
- Spray sanitizer
- Wash surfaces & spray sanitizer
- Sanitize all items

## SECTION 10 OPERATION MANAGEMENT IN HANDLING PROBABLE CASE

10.1 FRONT OFFICE	<ul style="list-style-type: none"><li>Dedicated helpdesk for COVID19 to provide consistent streamlined information to the guests' inquiries about resort policy in terms of preventive measures established and other services that guests requires related to COVID19.</li></ul>
10.2 HOUSEKEEPING	<ul style="list-style-type: none"><li>Enhanced Cleaning Routine with Personal Protective Equipment for Room Attendants to all areas.</li><li>Selected team to handle the disinfection and sanitizing of quarantined rooms.</li><li>Enhanced cleaning procedure on frequent intervals for public areas (every 1-2hrs)</li><li>Identification of Quarantined Rooms for probable cases</li></ul>
10.3 BAR	<ul style="list-style-type: none"><li>Limited Bar Service – No Cocktail Gatherings</li><li>Bar – disposable drinking containers.</li><li>Strict Daily Disinfection in all work areas for frequent intervals before and after service</li></ul>
10.4 RESTAURANT / KITCHEN	<ul style="list-style-type: none"><li>Use single-portion dishes.</li><li>Limited food handlers to dish out for the guest in single portions.</li><li>Table setup according to distance requirements.</li><li>Meal timings according to schedule of low number of guests in the restaurant at any given time.</li><li>Use of disposable utensils &amp; plates</li><li>Enhanced Cleaning Procedures in all work areas</li></ul>
10.5 WATERSPORTS / RECREATION / DIVING CENTRE	<ul style="list-style-type: none"><li>Group gatherings, excursions and diving trips suspended</li><li>Swimming and snorkeling (guest equipment) allowed.</li><li>No snorkeling equipment provided by the resort.</li></ul>
10.6 LAUNDRY	<ul style="list-style-type: none"><li>Normal Operations; Increased hygiene procedures, no cold washing</li><li>Linens and towels from quarantined rooms are washed separately on high temperature.</li><li>Laundry team on PPE when handling soiled linens using laundry bags when collecting.</li></ul>
10.7 MAINTENANCE	<ul style="list-style-type: none"><li>Normal operations with use of PPE (gloves &amp; masks)</li><li>Limited selected team assigned to quarantined rooms in case of technical issues.</li></ul>

## SECTION 11 PEOPLE MANAGEMENT IN HANDLING PROBABLE CASE

11.1 CASE OF AFFECTED WORKER	<ul style="list-style-type: none"><li>• Staff should immediately stop work and seek medical assistance.</li><li>• Staff should stay isolated in a suitable room while medical services are notified using the protocols provided by local health authorities.</li><li>• Provide disposable tissues and mask that should be worn when other persons are present or when having to go to common areas.</li></ul>
11.2 CASE OF AFFECTED GUEST	<ul style="list-style-type: none"><li>• Guests to stay in isolation until medical services and intervention by local health authorities.</li><li>• Accompanying persons of the affected guests are to be moved on a quarantined room for observation.</li></ul>
11.3 IDENTIFICATION & MANAGEMENT OF CONTACTS	<ul style="list-style-type: none"><li>• Identification of contacts should begin immediately after a suspected case has been identified in the resort.</li><li>• Resort to work with local health authorities in identifying close contacts of the suspected case.</li><li>• Quarantine identified contacts who will be under monitoring for a minimum period of 14 days.</li></ul>
11.4 NON-AFFECTED GUESTS	<ul style="list-style-type: none"><li>• Non affected guests are persons considered to have a low risk exposure.</li><li>• Self-monitor for COVID19 symptoms for 14 days, in case of developing such symptoms they should be asked to self-isolate and contact health authorities.</li></ul>
11.5 SUPPLIERS OF GOOD & SERVICES	<ul style="list-style-type: none"><li>• Contractors and suppliers should follow safety systems as directed by local authorities in disembarking of supplies</li><li>• Restricted movement; no disembarkation of suppliers in the resort</li></ul>

## SECTION 12 SAFETY EQUIPMENT AND CHEMICALS

ANNEX 1	<ul style="list-style-type: none"><li>• Personal Protective Equipment</li><li>• Chemicals use for:<ul style="list-style-type: none"><li>○ Cleaning</li><li>○ Disinfection</li></ul></li><li>• Hand Sanitizer</li><li>• Disinfectant Disposable Refreshment Towel</li></ul>
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## SECTION 13 PRINTING RESOURCES

ANNEX 2 FOR PRINTING	<ul style="list-style-type: none"><li>• Guest Welcome Letter</li><li>• For Guests and Staffs information Board<ul style="list-style-type: none"><li>○ COVID19 Factsheet</li><li>○ Symptoms and Prevention Posters</li><li>○ Proper Use of PPE</li><li>○ Getting you Clinic Ready</li></ul></li></ul>
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