

HEALTH AND SAFETY PLAN



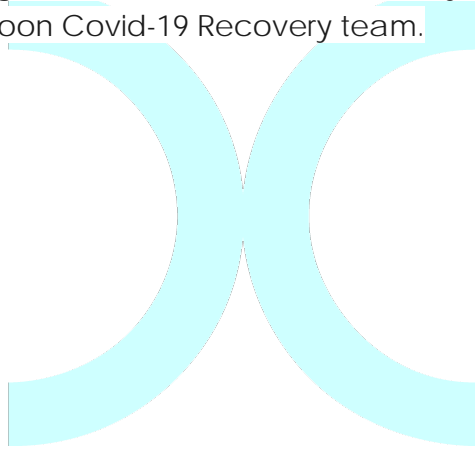
SAFETY PROTOCOL AGAINST
COVID-19 AT COCOON MALDIVES

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INTRODUCTION

Cocoon Maldives is a Covid-19 free Resort. No cases of Covid-19 have ever been detected which make it a safe haven for holidaying. Therefore, the measures that are enumerated in this protocol aim at optimizing the safety of the Resort and its Residents Guests and Staff for a comfortable and healthy stay in a **non-infected private Island**. Precautionary measures are taken to minimize (nullify) any risks of infection. The measures are based on the recommendations and guidelines of WHO, MOT, MOH, HPA and other Covid-19 Management institutions enhanced by ideas expressed by the thinking tank and the Cocoon Covid-19 Recovery team.



COCOON

AIRPORT MODULE



ENTRY AT AIRPORT

- Temperature checks and screening measures will be carried out at the first point of entry for tourists and special attention will be paid to individuals exhibiting COVID-19 symptoms including, but not limited to, cough, runny nose or shortness of breath (will be handled by Health Authority at the Airport)
- Those exhibiting COVID-19 symptoms on arrival must undergo a PCR test. If one member of a group traveling together displays symptoms, all members of the group shall be tested. Tourists or the tourist facility, where the tourist is booked to stay in the Maldives, shall bear the cost of the PCR test conducted on symptomatic tourists. (will be handled by Health Authority at the Airport)
- Health Authorities may elect to conduct randomized PCR tests on individuals arriving in Maldives. Government will bear the cost of random tests. . (will be handled by Health Authority at the Airport)
- In the case of a positive PCR result, the tourist facility, where the tourist is booked to stay in the Maldives, shall be given the option of transferring the tourist to their booked accommodation to isolate in their designated room or to isolate in a government run facility. These options will also be subject to the individual's medical condition. Tourist facilities shall bear responsibility for ensuring that the costs related to the transfer and accommodation of individuals who require treatment at a government managed facility are met. (will be handled by Health Authority at the Airport)



ON ARRIVAL PCR

Handled by Health Officials at the Airport

- At the airport, tourists will be isolated from the point of identification of symptoms or based on positive test results.
- Tourists requiring PCR testing on arrival shall be accommodated in a transit facility until their PCR results are received.
- Tourists or passengers and airport staff must maintain a distance of at least 1 meter at all times.
- Tourists or passengers must wear face masks.
- All positive cases must report to resort management immediately
- Guest should not be transferred to resort without General Manager approval
- Tourists with positive PCR test results shall be transferred to their destinations via separate transfers conforming to protocols set forth by HPA (Notify to General Manager immediately)

RECEIVING OF GUEST BY TOURIST FACILITY STAFF



- Traditional form of greeting hand clasped/the hand over-heart gesture (NO SHAKE HAND)
- Airport Team will provide Alcohol based hand sanitizer (Directly in the hands) as soon as guest come out from Arrival hall
- The practice of good hand hygiene through hand washing and/or use of hand sanitizer is recommended
- All visitors to the Maldives' are encouraged to install the contact tracing application 'Trace Ekee' upon arrival to Maldives or before departing to resort.
- All tourists shall be met by an authorized representative from a tourist facility at the arrival airport.
- Basic details required for check-in to the accommodation shall be collected at this point.
- Luggage shall be identified and tagged to allow for easier management.
- Staff to handle luggage with gloves, ensuring minimal contact.
- Receiving staff shall be equipped with masks and sanitizer. Provision of the required PPE shall be the responsibility of the facilities being represented by the staff
- Tourist facility representatives commuting from inhabited islands to airports shall be restricted from traveling to resorts.
- All tourist facility representatives shall install and utilize the 'Trace Ekee' Application

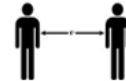
- Provide separate stationary for each guest or guest should sanitized their hands before and after using shared stationaries



Wear the face mask



Sanitize the hands & Use the gloves



Social distance (1 Meters)

MEET AND GREET



- CCN/YNM/AZEMAR airport staff on duty / airport staff welcoming/ departing guest with paging board on arrival/ departure hall to wear mask and use hand sanitizer (or wear gloves on duty) and to maintain physical distancing of 1 meter with the guest and other staff engaged in same area
- Staff should wash their hands with soap and water or use hand sanitizers after handling passports or documents of guest.
- Guest should observe physical distancing while waiting at the counter area
- Sign boards/ posters to remind guests about physical distancing, wearing masks, hand hygiene should be displayed at guest counter area
- Counter area should be cleaned and disinfected at least twice a day. High touch surfaces should be cleaned and disinfected every 4 hours.
- Sanitize the high touch (frequently touch surface) areas after each visit (Table top, chairs, telephones, PC, swing sofa)
- A minimum distance to other guests should be always maintained.
- Only one Airport team member allowed to assist the guest and maintain social distance
- Airport team member must adopt strict precautionary measures, including wearing PPE
- Face to Face contacts with guest should be recorded for the purpose of contact tracing (Face2Face Contact log sheet to be update with accurate information
- If any guest reported for sickness related to covid-19. Staff must follow the safety protocol measures which was released by the CCN management
- Do not leave your personal belongings in common/counter
- For safety measure in substitute of handling the GRC to guest from CCN/YNM/AZEMAR airport counter guest passport copy will be scanned and sent to CCN/YNM resort Front Office Viber/WhatsApp hotline to process the GRC from the resort.
- Smoking and chewing is prohibited for airport staff until the duty is completed. On duty airport staff should perform frequent hand sanitization and good hygiene. If a staff violates the procedure the staff will be given written notice.

LUGGAGE COLLECTION



- Wear face mask & gloves
- Maintain social distance
- Tourists or passengers must maintain a safe distance of at least 1 meter at luggage collection areas.
- Airport authorities will ensure that luggage trolleys are disinfected after each use. Disinfected trolleys and used trolleys will be kept and marked separately for users. (Airport Management)
- Luggage handlers should utilize gloves when handling tourists' luggage.
- Proper care should be taken when transporting luggage to ensure minimal contact.
- Gloves should be disposed of in a foot operated closed bin immediately after luggage transportation is complete.
- Personal disinfection procedures shall be undertaken at the end of each duty shift.
- Luggage handling will be carried out only for those guests who require special needs assistance. Other guests should carry and handle their luggage from arrival hall to TMA check in counter, luggage tag will be handed over to each guest from the airport counter

TRANSPORTATION (By TMA)



- Airport transfers will only be allowed through pick-ups by pre-booked tourist facilities.
- Wearing of masks and use of hand sanitizer shall be made compulsory before boarding transfer vessel or aircraft.
- A safe distance of at least 1 meter shall be maintained during communication.
- Disinfection and decontamination procedures approved by HPA to be undertaken on vessels and aircraft after passenger disembarkation.
- All requirements stated in this guideline in relation to transfers are applicable to all passengers.
- Designated airport staff will escort the guest to seaplane/domestic counter/or TMA vehicle, throughout the process ensure mask is on keep hand sanitizer handy and to maintain physical distancing of 1 meter with the guest and other staff engaged in same area. (Cocoon Airport reps)

TRANSIT (For general information as Cocoon is on an uninhabited Island)

- Ministry of Tourism may allow guest houses and hotels on inhabited islands to accommodate tourists for overnight stay under special arrangements, until tourist facilities in inhabited islands are officially allowed to resume operations.
- Tourists shall be transferred to these guest houses or hotels in vehicles adhering to safety guidelines as defined by HPA.

- Tourists shall follow procedures on movement restrictions applicable to the island at the time.
- Food and beverage shall be made available within the premises of the guest houses or hotels during this period.
- Staff shall maintain a physical distance of at least 1 metre with guests at all times.
- Staff shall wear masks at all times while serving guests.

STAFF WELL BEING/GENERAL:

- All airport staff to be trained and educated to follow the recommendations of WHO HPA and have the knowledge of MACL and TMA procedures. All recommended materials including hand sanitizer, face mask/shield to be provided for maximum protection.
- Airport staff body temperature are to be checked daily before and after duty starts.
- No shake-hands, other forms of greetings are to be practiced among the staff.
- Staff should limit physical meetings, gatherings and personal interaction. Keep distance if they occur of 1 meter between each individual. Enhance methods of communications via email, online cross message platforms such as WhatsApp, Viber, Telegram.
- Airport team members to keep a daily list of people that they have interacted.
- Workstation (airport hall, airport counter / lounges) are places in such a way that the staff is not facing each other and can maintain an appropriate social distance.



FRONT OFFICE MODULE

COVID – 19 PREVENTION PLAN FOR FRONT OFFICE DEPARTMENT

COVID 19 droplets might get transmitted by hand shake/ close contact and touching the surfaces

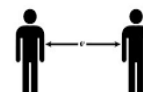
Arrival at main jetty



Wear the face mask
(Meters)



Sanitize the hand & Use the gloves



Social distance (1



Traditional form of greeting hand clasped/the hand over-heart gesture
(NO SHAKE HAND)



GRO/Reception staff will provide Alcohol based hand sanitizer
(Directly in the hands) as soon as guest come out of the sea plane/Boat
and guest foot wear to be disinfected.



Body Temperature is taken to ensure that no one has fever
FO/FOS/SFOS- Body temperature recorded in GUEST DETAILS sheet (if body
temperature is higher than 37C contact resort immediately and maintain
distance

(Feverish guest will be isolated and followed up by Resort's Doctor as per HPA recommendation)

SUSPICIOUS CASE OF COVID-19 (IN-HOUSE GUEST)



- Guests with symptoms of illness will be asked to stay in the room and call a doctor via the reception desk.
- In the unlikely event that a suspicious case is detected and on doctor's consent, guest will be isolated and Maldives HPA will be informed on Hotline. HPA will, there after handle the case as per Ministry of Health Protocol

- Separate the ill person from the other persons by at least 2 meters.
- No visitor should be permitted to enter the room occupied by the effected guest
- Designate bathroom for use only by the ill person.
- Provide medical mask to the ill person & ensure that they wear it
- Direct contact with the ill person should be avoided unless wearing at least disposable gown, gloves, a mask & eye protection.
- Remove PPE carefully to avoid contaminating yourself
- Steps to remove PPE:
 1. Remove gloves & gown, wash your hands
 2. Remove the mask & eye protection
 3. Wash your hands again with soap

Disposable items that had contact with ill person should be place in to a specific or biohazard plastic bags

Check in at reception

- Until check-in process is completed, ensure guests wear mask & maintain the one (1) meter distance (Limited staff to receive guest)
- Welcome drink & disposable refresh towels, provided by FO will be placed in guest's villa by HK prior to check-in. This is to minimize guests time spent at FO.
- Sanitized the passport scan machine with recommended sanitizer after each use (First option is to receive the scanned passport from airport reps)
- Registration forms will include a Health Declaration and waiver formalities (attach to GRC) See in Annex.
- Top priority to collect and check the correctness of Email address & WhatsApp or Viber number for convenient communication to guests during and after stay.
- Sanitized the Villa Key(s), ballpoint pen & other stationaries before and after each use
- After each manipulation of documents, cash, voucher etc. - make sure to sanitize hands
- Recommend all arriving guests to download contact tracing app "TraceEkee"
- Signage to display related to COVID-19 "Slow the spread or Stay Safe" See in Annex
- **Reception area should be cleaned and disinfected at least twice a day. High touch surfaces should be should be cleaned and disinfected every 4 hourly.**

Luggage Handling



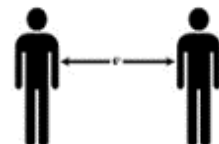
- Wear the face mask
- Sanitize the hands & Use the gloves
- Social distance (1 Meters)
- Disinfect the buggy prior to use
- Luggage should be handled safely with gloves ensuring minimal contact
(Luggage/hand luggage must be sanitized at Jetty Before loading to buggy) – Wash hands after handling luggage

Buggy Transfer

- Buggies should be clean and disinfected (touch points) before and after each use
- Limited passengers and Social Distancing to be observed
- Maintain the one-meter distance
- Mandatory to fill the Buggy transfer log sheet without fail
- Families/persons staying together could be allowed on a buggy as a group
- Driver should wear mask
- Dedicated buggy to be reserved (to transfer eventual sick person)

MC2 Shop

- Wear the face mask
- Sanitize the hand & Use the gloves
- Maintain social distancing
- Allow 2 persons (or 3, if sharing same room) or 1 family at a time
- Notice to be affixed at entrance.
- Sanitize the high touch (frequently touch surface) areas after each visit (Pens, Hangers, Table tops, door handle etc.)
- Ensure guests sanitize their hands before entering the shop and when leaving the shop.
- Written notice to affix in shop requesting guests to touch only items they intend to purchase.
- Items once sold will not be accepted back. (Notice in shop)



Magazines and Books



- Magazines and Books will not be displayed on the shelves (available on request)
- Wear Mask and Gloves while issuing/receiving Books/Magazines
- Returning Magazines/Books should be sanitized and store it in designated area for period of 24 hours.
- Returning and issuing Books/Magazines should be strictly through reception only

Departure (Front Office Cashier)

- Wear the face mask and maintain social distancing
- Sanitized the hands & Use the gloves during checkout process & After each manipulation of documents, cash, credit cards
- All Cash notes to be sanitized using Cash sanitizing machines before safekeeping (Machine located in finance office)
- Families/persons staying together could be allowed in cashier room for checkout at same time. Otherwise, one room at a time.
- Table surface and chairs should be cleaned and disinfected as soon as guest leaves
- Advice guest to inform the resort if any symptoms appeared related to covid-19 within 14 days of their departure. Guests will also be reminded after 14 days by mail.

Sea Plane boarding process

- Late checkout available with extra charge
- Guest should vacate villa 30 min before scheduled Sea Plane arrival time. (Reception/GRO notify all guests)
- Recommend guests to settle extra prior to departure day following the established safety procedure describes above (see check out)
- Departure guests must remain in departure lounge until Sea Plane boarding process starts (social distance to be observed)
- Body Temperature is taken to ensure that no one has fever. FO/FOS/SFOS- to keep the record of body temperature (normal body temperature should be between 35c to 37c)
- Escort departing guest to Sea plane for boarding – once schedule sea plane is ready for take-off only
- Arrival and Departure guest cross /interaction to be avoided
- Minimum staff to handle each departure
- Make sure TMA-Sea plane crew wear mask
- **Guest should observe physical distancing while waiting and boarding.**

Contact Tracing



(contact tracing will break the chains of transmission of an infectious disease)



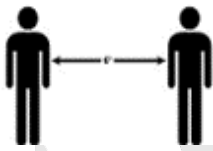
COVID-19 is transmitted primarily through droplets which generally disperse within one meter of the case.



Face to Face contacts should be recorded

- Download contact trace app "TraceEkee" to facilitate contract tracing. Advice guest to carry the mobile phone at all the time.

Reception (Interacting with guest)



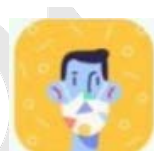
Maintain Social Distance



Wear face mask



Sanitize the hands
& Use Gloves



Make sure
"TraceEkee" is active

- Keys should be disinfected before giving to the guests.
- Provide separate stationary for each guest or ensure that guests sanitized their hands before and after using shared stationaries
- Staff should wash their hands with soap and water or use hand sanitizer after handling passports or documents of guest.
- Guest should observe physical distancing while waiting at the reception area
- Sign boards/ posters to remind guests about physical distancing, wearing masks, hand hygiene should be displayed at guest reception areas
- Reception area should be cleaned and disinfected at least twice a day. High touch surfaces should be cleaned and disinfected every 4 hourly
- Make sure "TraceEkee" active before interacting with the guest
- Sanitize the high touch (frequently touch surface) areas after each visit (Tabletop, chairs, telephones, PC, swing sofa)

- A minimum distance to other guests should be always maintained.
- Only one FO team member allowed to assist the guest and maintain social distance
- FO team member must adopt strict precautionary measures, including wearing PPE
- Personal contact with guests should be recorded for the purpose of contact tracing (Face2Face Contact log sheet to be update with accurate information)
- If any guest reports sickness related to covid-19. Staff must follow the safety protocol measures which was released by the CCN management(see below: in case of suspicious case)
- Do not leave your personal belongings in common/reception table



Suspicious case of COVID-19 (Guest)

- Guests with symptoms of illness will be asked to stay in the room and call a doctor via the reception desk.
- In the unlikely event that a suspicious case is detected and on doctor's consent, guest will be isolated and Maldives HPA will be informed on Hotline. HPA will, thereafter instruct and handle the case as per Ministry of Health Protocol
- Separate the ill person from the other persons by at least 2 meters.
- No visitor should be permitted to enter the room occupied by the effected guest
- Designate bathroom for use only by the ill person.
- Provide medical mask to the ill person & ensure that he/she wears it
- Direct contact with the ill person should be avoided unless wearing at least disposable gown, gloves, a mask & eye protection. (Full PPE available in the Resort. See in Annex)
- Remove PPE carefully to avoid contaminating yourself
- Steps to remove PPE:
 4. Remove gloves & gown, wash your hands
 5. Remove the mask & eye protection
 6. Wash your hands again with soap
- Disposable items that had contact with ill person should be place in to a specific or biohazard plastic bags.

HOUSEKEEPING MODULE

COVID – 19 DEPARTMENT MODULE FOR HOUSEKEEPING

“Everything to know for a safer working environment”

- Maintain a good hygiene before/after resume duty



Regularly and thoroughly clean the hands with soap

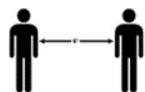


Avoid touching the eyes, nose and mouth.



Make sure to take a shower before & after each shift.
Immediately drop the used uniforms to the laundry.

- Maintain the physical distance all the time



Maintain a distance of 1M (3ft)



Whenever sneezing/cough cover your mouth and nose by bend elbow or tissue.

The used tissue should be disposed immediately



All must wear washable safety masks and measure temperatures twice a day.

- Don't share your personal belongings, phone, food, beverage, cigarettes etc. with any other staff
- Staffs who has fever or any respiratory symptoms such as cough or shortness of breath. If they feel ill in any way, they should immediately report to department head or resort doctor.
- Download and use the contract tracing app “TraceEkee”

Body temperature to be checked before/after duties



Guest Area

1) Occupied Guest Room



Switches
Lights, lamps



Handles
Doors, closets,
drawers



Bathroom handles
Toilet flushes,
shower controls,
sink faucets



Toilets
Seats, splash walls



Remote controls

- Before entering the room, villa attendant should wear mask, uniform with apron and gloves.
- The door and window should be kept open to allow a good ventilation. Before opening the door make sure to switch of the AC
- Villa attendant must disinfect switches & high touch points first before touching
- Dustbin and other waste inside the room should be carefully disposed (avoid contact with dustbin)
- Used linen should be carefully placed in the laundry bag. Make sure that the used linen doesn't touch your body or cloths. **Do not aggressively shake the linen.**
- Use hot water & Detergent to clean the water glass, wine glass, cups, saucers and spoons.
- When cleaning and disinfecting the room give high priority to clean the frequently touched objects such as doorbell, doorknobs, chairs, amenities, table top, switches, water taps, TV remote, toilet, wash basin, AC remote and telephone with a sanitizer or disinfecting chemical.
- Sunbed and beach table should be cleaned with chemicals
- If guest have consumed minibar make sure to dispose the used can and place new.
- Need to mop the floor properly with chemicals.
- Gloves should be changed every time when entering to a different room.
- Protecting apron & shoe protect must be sanitized before/after entering to the guest room
- Mop head and Fabric used for cleaning should be soak for 10 minutes in soap/detergent solution hot water 60/90c° & wash/rinse well
- Dust clothes and other washable items used to clean need to be kept inside a bag and send to laundry
- After finishing the cleaning wash the hands properly by using soap & water

2) Check Out Guest Room



Telephones
Handset and dial pad



Bedside tables



Mini bars and
kettles



Cutlery/Glassware
Ice buckets



Safes
Handle buttons

- After departure room to be disinfected thoroughly by using the disinfection moisture machine
- Before entering the room, villa attendant should wear mask, work cloths and gloves.
- Villa attendant must disinfect switches first before touching them
- The door and window should be kept open to allow a good ventilation for 1hr. Before opening the door make sure to switch of the AC
- Dustbin and other waste inside the room should be carefully disposed.
- Used linen should be carefully placed in the laundry bag. Make sure that the used linen doesn't touch your body or cloths. Do not aggressively shake the linen.
- Deep clean the room and disinfected
 - Give high priority to clean the frequently touched objects such as doorbell, doorknobs, chairs, amenities, table top, switches, water taps, TV remote, toilet, wash basin, AC remote and telephone with a sanitizer or disinfecting chemical.
- Sunbed and outdoor chair need to be cleaned and disinfected
- Check if there is any maintenance issue.
- Mop head and Fabric used for cleaning should be soak for 10 minutes in soap/detergent solution hot water 60/90c° & wash/rinse well
- Dust clothes and other washable items used to clean need to be kept inside a bag and send to laundry
- After finishing the cleaning wash the hands properly by using soap & water

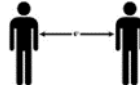
3) Villa

- Prior to arrival, villas are deep cleaned and disinfected by use of sanitizing machine and appropriate approved health harmless chemical
- All Key touch points (Door, handles, switches, door knobs etc.) are carefully disinfected
- To additionally reassure the guests, a printed notice will be available in the room and signed by the GM.
- A signage in rooms asking guests to notify management if they are sick or have developed any symptoms, for proper actions to be taken.
- Housekeeping staff wear washable mask and gloves all the time when performing daily cleaning and Turndown
- Staff wash hands and sanitize them and wear new gloves before entering the next room for service
- Gloves are safety disposed of in closed bins and discarded
- After departure, rooms are deep cleaned and thoroughly disinfected
- Back to back room occupancy will be avoided as much as possible. 24 hours lapse time will be observe between a departure and an arrival
- All cleaning materials and tools are disinfected before being used in the next room
- Monitor all air conditions of filters and maintain the proper replacement rate of indoor air filters
- Maintain cleaning records

➤ Public area



All employees wear safety masks with soap



Maintain social distance (1 m)



Wash hands

1) Restaurant

- Public area attendant should wear mask, work cloths and gloves
- Must disinfect switches before touching them.
- Every meal time public area attendant should be always available near to the bathroom. If someone used the bathroom need to clean the bathroom properly with the chemicals
- After every meal time need to deep clean and disinfect the restaurant floor and bathroom area.
- After cleaning have to place the washable cleaning items in a bag and send to laundry. Other cleaning items has to cleaned and disinfected properly.
- After finishing the cleaning wash the hands properly by using soap & water

2) Front office area

- Public area attendant should wear mask, work cloths and gloves
- Must disinfect switches before touching them.
- After every departure and arrival reception area need to be clean with chemicals.
- Every day early morning before start of the normal operation reception area should be deep cleaned and disinfected
- After cleaning have to place the washable cleaning items in a bag and send to laundry. Other cleaning items has to cleaned and disinfected properly.
- After finishing the cleaning wash the hands properly by using soap & water

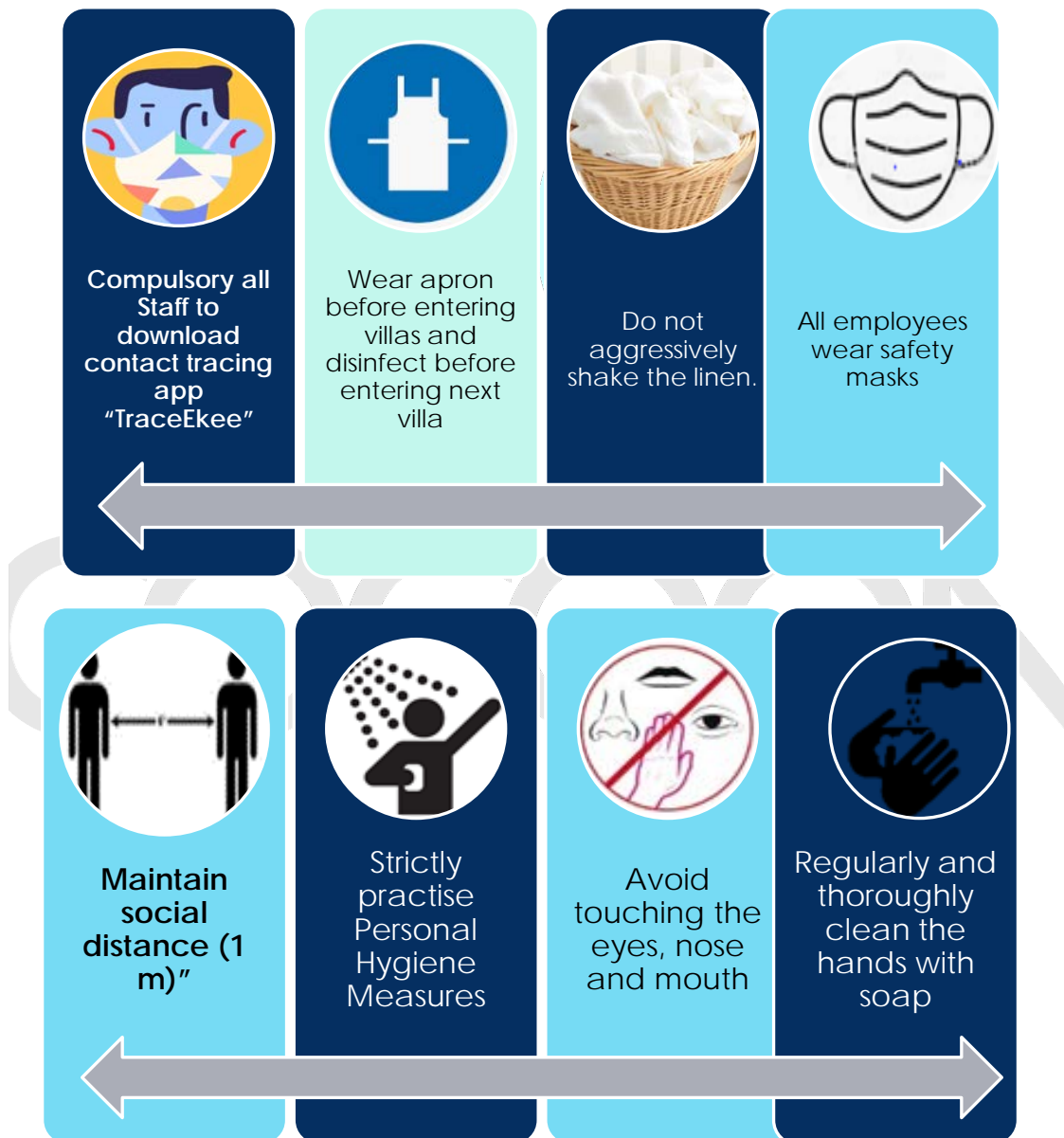
3) GYM

- Public area attendant should wear mask, work cloths and gloves
- Must disinfect switches before touching them.
- The door and windows should be kept open to allow a good ventilation. Before opening the door make sure to switch of the AC
- Deep clean the equipment's and disinfect the gym after each guest finish their session.
- After cleaning have to place the washable cleaning items in a bag and send to laundry and other cleaning items has to cleaned and disinfected properly.
- Cleaning record log sheet to be complete accordingly.
- After finishing the cleaning wash the hands properly by using soap & water (update log sheet)

4) Other Outlets and public toilets

- Public area attendant should wear mask, work cloths and gloves
- Must disinfect switches before touching them
- Every 1 hour public area staffs will attend for cleaning and log sheet to be update
- Daily 2 time will do the deep cleaning and disinfect.
- After cleaning have to place the washable cleaning items in a bag and send to laundry and other cleaning items need to clean and disinfected properly.
- After finishing the cleaning wash the hands properly by using soap & water

Quick HEALTH TIPS



Laundry



- Laundry attendant/linen runner should wear mask, work cloths, apron and gloves.
- Need to keep (1M) distance from co-workers
- After every shift finish need to clean the laundry machineries, equipment's, floors and the tables with chemicals
- Laundry equipment proper function of equipment and machineries especially chemical dosage and temperature
- Linen should be washed formula following recommended guidelines
- Separate staff will be allowed to handle the used linen and separate staff will be handling fresh linen
- When collecting linen need to be careful so that the linen will not touch the body or cloths. Do not aggressively shake the linen
- Used linen should be coved in bags and kept separately
- Need to keep fresh linen in a separate room which is covered properly
- When issuing the fresh linen for guest rooms it should be placed in bags
- When issuing the napkin and table cloths to restaurants it should be covered properly in bags
- Every day before the closed, laundry will be deep cleaned and disinfected
- After each load linen runner should clean the buggy whit chemicals
- Before linen runner finish the duty, buggy should be deep cleaned and disinfected
- If entering the room of a quarantined or isolated person, a face shield should be worn in addition.
- When collecting linen from guest rooms, dirty linen from a symptomatic person or COVID-19 patient should be gently folded and placed in a leak-proof bag and labelled as "infectious linen".
- Do not shake dirty laundry.
- Dirty linen from a suspected or positive case for COVID-19 can be washed together with other laundry. (infectious laundry need not be washed separately).
- Wash all linen and clothes with laundry detergent/soap in hot water (60-90oC) and dry well.
- The laundry from symptomatic or COVID-19 patients can be dried according to routine procedures.

FOOD AND BEVERAGES MODULE

INTRODUCTION

At Cocoon Maldives Resorts we consistently provide our local and international guests with professional hospitality based on Quality and Values. Food Safety & Hygiene is very important for the wellbeing & safety of our guests. The guest will not only experience the quality of the resort through the comfort of his room, but also through the quality of Food provided in the entire hotel. It is therefore very important that the concerned Food and Beverage employees know how to handle and process Food in a professional and consistent manner by respecting the standards of International Hotels & Resorts.

EMPLOYEES GUIDELINES

Employee Personal Hygiene:

This procedure is, meant to ensure Food Safety & Personal Hygiene measures is done in a most efficient manner

Grooming Procedures: All Restaurant employees must:

➤ Grooming:

❖ Before taking duty

- Need to take shower before joining the service
- Bathed with deodorant used daily
- Teeth brushed to avoid bad smell
- Wear appropriate clothing- clean uniform
- Maintain short, clean, and polish- free fingernails. No artificial nails are permitted.

❖ Arrive at work

- Waitress / hostess to use hair net to tie the hair properly
- Teeth brushed, after every meal
- All FNB staff must wear Face mask and disposal gloves when serving guest



- Avoid touching face, nose, hair, or any other body part, and after sneezing or coughing
- The serving staff must maintain the social / personal distance as far as practically possible.



- o Use hand sanitizer frequently during the service
- o Waiter will not allow walk all over the restaurant
- o Waiters need to be in their respective section

Hand Washing:

All employees involved in handling food must wash hands using the following steps:



- o Wash hands (including under fingernails) and up to forearms vigorously and thoroughly with soap and warm water for a period of 20 seconds:
- o Wash your hand only in hand sinks designated for that purpose. Do not wash hands in sinks in the production area
- o Wash hands using soap from a soap dispenser
- o Dry hands with single use towels or mechanical hot dryer.
- o Short cut nails properly washed (including under nails)

Eating and drinking at work:

- o Eat and drink in designated areas only, never in the work area.
- o Chew gum, candy or supari are not allowed in working area
- o FNB staff (kitchen and Restaurant) to avoid eating while serving guest (buffet)

Gloves and utensils use:

All employees handling food or utensils must:

- o Wash hands thoroughly prior to putting on gloves and when gloves are changed.
- o Change gloves when:
 - Beginning each new task
 - They become soiled or torn
 - They are in continual use for four hours,
- o Use utensils, such as deli-tissues, spatulas, or tongs, as an alternative to gloves

Buffet service:

All staff working around the buffet must wear the face mask and disposable gloves


- o Serving staff will not allow to give guest food on the buffet
- o Guests will walk around buffet to have an idea what are being prepared
- o Guests should not be allowed to serve by themselves or to handle spoons/tongs/etc....

Restaurant:

➤ The restaurant will be operating 2 serving time

- Hand sanitizers are made available guest will have to sanitize hand before entering the restaurant
- Restaurant will be arranged considering the social/ personal distancing guidelines.
- To keep social distance some table will be mark in Red or with a flyers mentioning table is close (ref: Picture)



- Welcoming will be done by Hostess
- Greeting should be delivered with no  handshaking or touching, maintain safe distance at all the time.
- Guest coming for the 1st seating table no marking will be allocated
- Tables which are marked in red or with flyers will be used for 2nd seating
- Guest will be allowed to have a look around the buffet
- To have a look to the food preparation guest need to wear mask before walking on buffet
- Self-service will be not allowed
- Two options of service will be provided
 - 1) Table service: food will be served by waiter to the table.
 - 2) Guest can go for a buffet service but all the food will be served by Chef's at the buffet
- Single printed menu will be place on each table and will be destroyed after guest use.
- Fixed allocation of table for each guest by room number to reduce close contact
- Maintain details of the seating arrangement identifying the guests for every meal. This record must be retained till the guest departure.
- A record of customers using the service will be available to facilitate contact tracing.

➤ Order taking:

- Once guest seated waiter will proceed for order taking according to the menu
- Food will be served by the section waiter directly on the table
- Avoid using any communal condiments that usually live on tables, like salt and pepper, ketchup; provide them only on request and wipe them after each use.

➤ Farewell:

- Sending off guests shall be done with courtesy and warmth.

Clearing process:

- Staff need to avoid touching clean cutleries from unused table
- While clearing dirty place each waiter need to wash and sanitize their hands.
- Should avoid to keep soiled linen in side station.
- Clearance should be as prompt as possible and soiled linen should be handle with Face masks and gloves.
- All dirty and unused table materials (cutleries, crockery, glassware etc..) will sent to dish washer for rewashing and sanitizing process
- All used table surface, restaurant premises and food serving platforms, counters to be cleaned and disinfected before every shift.
- Waiter need to clean and disinfect dining tables and chairs with appropriate sanitizing product after each use.
- Staff to ensure to change used table cloth, they should change after every use

Service Hygiene Standards:

Employees involved in the service of food must observed the following procedures

- **Cleaning and sanitation:**
 - Before food is place in service area clean on around the service area
 - Sanitize on and around the service area, using an approved chemical sanitizer
 - Store the sanitizing solution away from food.
 - Cloths used for cleaning food spills should not be used for anything else
- **Service utensils / service ware:**
 - Store utensils properly, with the handle extended above the container.
 - Using serving utensils with long handles to keep hands away from the food items.
 - Clean and sanitize utensils before using
 - Use separate utensils for each food item.
- **Practice good personal hygiene:**
 - Wash hands before handling food
 - Never touch food with bare hands. Serve with utensil or gloves
 - Wash hand between each different task (for example loading dirty dishes and taking out clean dishes, a thorough hand wash must be done between the two tasks.

In Villa service:

➤ Food delivery in villa

- Staff should wear face masks and disposal gloves.
- Villa food Buggy to be clean and disinfected before and after each use.
- When arriving at the guest's room, knock on the door gently three times.
- Waiter needs to maintain physical distance once in villa, just place the food and withdraw yourself from the room.
- During isolation food will be place outside the villa on stand.
- Guest will be advised by waiter to put the tray outside after their meal and call IVD for clearance.

Bar Service:

➤ Staff:

- The bar staff should wear face masks and disposal gloves
- Bar staff should always practice good hand hygiene procedure regularly.
- Staff should always thoroughly clean the ice cube container tops.
- Staff should maintain social distancing at all the time.
- To remove all bar counter chairs
- No counter service. Table service only
- All seats and tables must be disinfected before seating new guests.

➤ Guests:

- All guests entering the bar should wash or sanitize their hands.
- Guests will be not allowed to sit by the bar counter, all counter chairs will be removed
- Seating arrangement inside the bar will provide for the safe physical distancing between guests.
- Guests from one group or from one family can sit together

➤ Service:

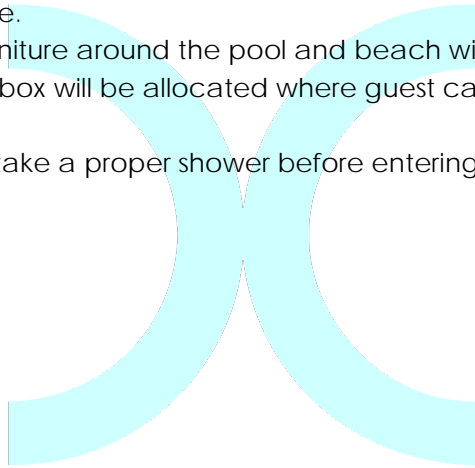
- Any food brought from Restaurant to the bar should be covered and kept so until served to the guest.
- Beverage list and bill folders must be sanitized before and after the use by guest, the pen used by the guest to sign bills need to be sanitize after each use.
- Clean and sanitize all work surface, table tops and solid surface of chairs before and after each use.
- Drinks should not be served to guests across the counter, but served only at the seats to ensure guests do not congregate at the bar counter.



- After end of the operations, the bar should be clean and disinfect all surface, bar counter, arm of chairs, table tops.
- Cushions for sofas should clean and disinfected

Pool and Beach service:

- **Staff:**
 - To ensure that all sunbeds around pool and beach area are aligned as per standards
 - Maintain social distancing in between all the sunbeds.
- **Service:**
 - All mattresses will be covered with an additional beach towel which will be replaced for next guest's use.
 - Cleaning of all furniture around the pool and beach will be sprayed for disinfection
 - Separate area or box will be allocated where guest can drop their soiled beach towels.
 - Pool users should take a proper shower before entering the swimming pool.



KITCHEN MODULE

Introduction

At Cocoon Maldives Resorts we consistently provide our local and international guests with professional hospitality based on Quality and Values. Food Safety & Hygiene is very important for the wellbeing & safety of our guests. The guest will not only experience the quality of the resort through the comfort of his room, but also through the quality of Food provided in the entire hotel. It is therefore very important that the concerned Food and Beverage employees know how to handle and process Food in a professional and consistent manner by respecting the standards of International Hotels & Resorts.

EMPLOYEES GUIDELINES

Employee Personal Hygiene:

This procedure is, meant to ensure Food Safety & Personal Hygiene measures is done in a most efficient manner

Grooming Procedures: All Production employees must:

➤ Grooming:

❖ Before taking duty

- Need to take shower before joining the service
- Bathed with deodorant used daily
- Teeth brushed to avoid bad smell
- Wear appropriate clothing- clean uniform
- Maintain short, clean, and polish- free fingernails. No artificial nails are permitted.

❖ Arrive at work

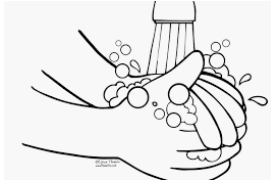
- Production staff should to use hair net to tie the hair properly or to use a kitchen caps
- All staff should wear Face mask (and disposal gloves if needed) at all time



- Avoid touching face, nose, hair, or any other body part, and after sneezing or coughing
- Use hand sanitizer frequently during the service
- While using alcohols base hand sanitizer, avoid place where there is fire
- A clean uniform should be only used in the kitchen.
- Non- slippery shoes need to be worn

Hand Washing:

All production employees involved in handling food must wash hands using the following steps:



- Wash hands (including under fingernails) and up to forearms vigorously and thoroughly with soap and warm water for a period of 20 seconds:
- Wash your hand only in hand sinks designated for that purpose. Do not wash hands in sinks in the production area
- Wash hands using soap from a soap dispenser
- Dry hands with single use towels or mechanical hot dryer.
- If soap and water not readily available, then use an alcohol based hand sanitizer with at least 70% alcohol.
- If alcohol based hand sanitizer are used you are advice to not approached near where there is fire till your hand is not dry.
- Hand sanitizer must be made available in each section of the kitchen.
- While using the alcohol based sanitizer avoid working with unwrapped or exposed foods.
- Short cut nails properly washed (including under nails)

Stewarding Team:

- To ensure there is no cross contamination of washes cutlery, crockery and glassware during storage and transportation to the final user point.
- Dishwashers and glass washers must be cleaned and completely drained at the end of the day's operation.
- All equipment and working surfaces must be cleaned and sanitized each service or whenever needed.
- Ensure that adequate colour coded, foot operated trash bins in the operating condition are available to correctly dispose the different waste materials.
- All empties trash bins should be thoroughly washed, cleaned and sanitized, and the clean bins should be left to dry and be ready for reuse.
- The staff handling waste should remove the protective gear used, clean and sanitize them for reuse and place in the allocated areas at the each day's operation.
- At the end of each operation, the chopping boards and knives should be sanitized by immersing in a dedicated sanitizing bath, while all other equipment, working surfaces, kitchen floors should be cleaned and disinfected. (using EPA-registered disinfectants)

Glove and utensils use:

All employees handling food or utensils must:

- Wash hands thoroughly prior to putting on gloves and when gloves are changed.
- Change gloves when:
 - Beginning each new task
 - They become soiled or torn
 - They are in continual use for four hours,
- Use utensils, such as deli-tissues, spatulas, or tongs, as an alternative to gloves
- Clean and sanitized serving utensils should be used when handling ready to consume foods at all times.

Kitchen safety:

- **Access to kitchen**
 - All kitchen staff and non- kitchen staff (stewarding, kitchen staff, maintenance, butlers, excursion and others) have to come from the front after a hand wash and a shoe cover need to use.
 - The back door of the kitchen will be used only for food and beverage delivery for the chefs or bar staff to receive items.

Kitchen staff daily operation:

- All staff should wear proper attire and face mask (and disposal gloves if needed) at all time
- Ensure cross-ventilation as much as possible.
- Sanitize all work surface at the end of each service and before commencement of the next service.
- All uncooked food should be kept covered at all times and under recommended procedures.
- Keep the prepared food stored at correct temperatures and covered at all times.
- The Chef on duty should ensure that the staff is uniformed with face masks and glove if needed.
- Use gloves to avoid direct bare hand contact with ready-to-eat foods.

Receiving Items:

- Chef in charged need to observed and established food safety practice for time and temperature control, preventing cross contamination, clean hands, no sick workers, and storage of food, etc....
- While receiving your hand might get dirty, always wash your hand with soap and water if hands are visibly dirty.
- Established designated pick up zone from other to help social distancing.

Hot / Cold food Production and storage:

- While foodborne illnesses will likely never be eradicated, utilizing the 'Core 4' principles of food safety remain a viable approach to limiting its prevalence
 - **Clean**
Infectious bacteria can thrive anywhere within the kitchen. By placing an emphasis on hand, utensil and surface washing, we begin to reduce the risk of foodborne illness.
 - **Separate**
Even though we now wash our hands and surfaces consistently, we can still be exposed to dangerous illness-inducing bacteria by not properly separating raw meat, seafood, poultry and eggs. To avoid cross-contamination.
 - **Cook**
Regardless of how proactive we are with cleaning and separating, we still must ensure that we cook our food to the appropriate internal temperature. Undercooking may result in the survival of dangerous bacteria that could make us ill.
 - **Chill**
Last yet not least, we must also learn to appropriately chill our food. Chilling is important because it decelerates the bacterial growth process. By mitigating this, it allows us to reduce the risk of contracting a foodborne illness.
- When bulk production of food is carried out, ensure that the prepared food is well covered and stored in hot food holding equipment at (minimum + 65 Degrees Celsius)
- All cold storage equipment (freezer and chillers) should be kept clean at all time and at correct temperatures (minimum -18°C for freezers and + 1°C to 5°C for chillers) should be maintained where the temperature are monitored and recorded at regular intervals.
- All items should be stored in a sanitized covered containers with production and expiry dates clearly marked. The containers should be covered, sanitized and dried after each use.
- The time foods being stored, displayed, or delivered are held in the danger zone (between 41°F and 135°F) is minimized.

Buffet service:

- All food in the buffet displayed should be kept at the correct temperatures.
- It is recommended to regularly replenish food in order to avoid holding larger volume in buffets.
- Appoint dedicated staff to serve each item in the buffet and strictly avoid guest handling any spoons/ tongs. Guests to wear mask and observe social distancing while in the buffet zone.
- Ensure to keep lids closed whenever possible and opening / closing of those lids should also be done by staff only.
- Hot and cold food must be kept in chafing dishes with appropriate mechanisms in place to control the temperature. E.g.
 - Hot food must be kept in chafing dishes with food warming gels underneath.
 - Cold food must be kept in chafing dishes with ice underneath or electric chafing dishes could be used in place of manual one.

Service Hygiene Standards:

Employees involved in the service of food production must observe the following procedures

➤ Cleaning and sanitation:

- All cleaning and sanitizing activities must be logged in a kitchen logbook.
- Kitchen floors, walls in the butchery and other surface must be cleaned and sanitized at the end of the operation or whenever needed.
- All equipment and working surface must be cleaned and sanitized after each service.
- Sanitize on and around the service area, using an approved chemical sanitizer
- Store the sanitizing solution away from food.
- Cloths used for cleaning food spills should not be used for anything else
- Kitchen floor must be regularly mopped and sanitized right through the operation.
- All mops and brushes used for cleaning must be washed, sanitized and left dry regularly.
- Clean and service the exhaust fan and the exhaust system is functioning correctly.
- Clean the exhaust canopies, including the grease filters, and sanitize.

➤ **Service utensils / service ware:**

- Store utensils properly, with the handle extended above the container.
- All pots and pans and other utensils must be cleaned and sanitized at the end of each service or whenever needed.
- Using serving utensils with long handles to keep hands away from the food items.
- Clean and sanitize utensils before using
- Use separate utensils for each food item.

➤ **Practice good personal hygiene:**

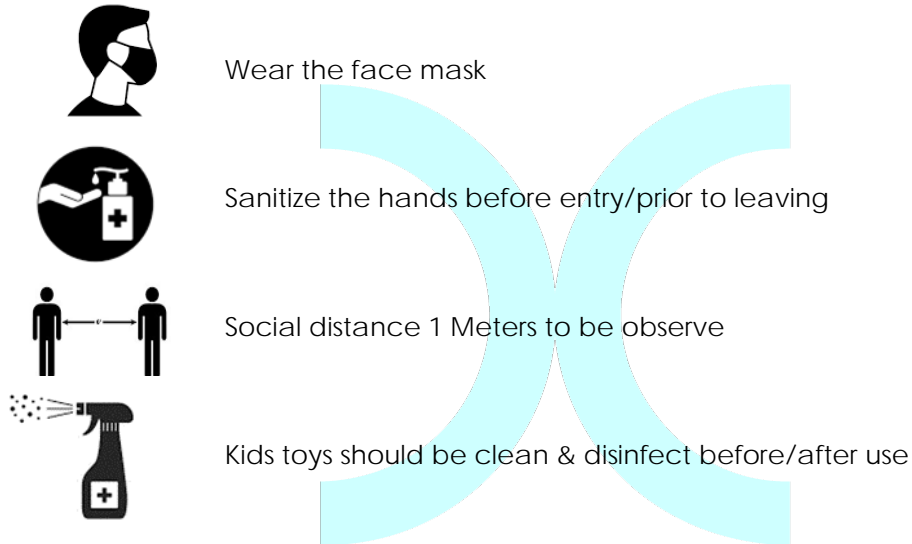
- Wash hands before handling food
- Never touch food with bare hands. Serve with utensil or gloves
- Wash hand between each different task (for example loading dirty dishes and taking out clean dishes, a thorough hand wash must be done between the two tasks.

A large, light gray watermark of the COCOON logo is centered on the page. It consists of a large 'X' shape above the word 'COCOON' in a bold, sans-serif font.

KIDS CLUB MODULE

COVID – 19 PREVENTION PLAN FOR KIDS CLUB

COVID 19 droplets might get transmitted by hand shake/ close contact and touching the surface



- Register all kids who use facility to facilitate contact tracing
- Everyone to wear mask
- Symptomatic kids should not be allowed and referred to Doctor.
- Temperature screening of kids should be done before entry to kid's club
- High touch points to be cleaned and disinfected and kid's activities
- Avoid making contact with other kids (shaking hands, hugging etc.)
- All toys and play items to be sanitized after use.
- No Babysitting service allowed in the room (All request subject to PRTL approval)
- No not cause crowding in/outdoor activities

DO'S & DON'TS AT THE KIDS CLUB

DO:

- ✓ Do wear a mask all the time
- ✓ Do cover your mouth and nose with your bent elbow or tissue when you cough or sneeze
- ✓ Do wash your hand or sanitize frequently
- ✓ Do follow all the instruction giving by the kid's club attendant



DON'T:

- ✗ Don't share the toys with other kids
- ✗ Don't hug or have a close contact with other kids
- ✗ Don't share any food with others



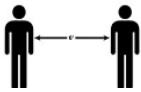
EXCURSIONS MODULE

COVID – 19 PREVENTION PLAN FOR EXCURSION DEPARTMENT

COVID 19 droplets might get transmitted by handshake/close contact and touching the surfaces



Wear masks in enclosed spaces



Ensure that physical distancing is maintained while on board including sitting arrangements inside the boats



Sanitize the hands frequently



Avoid sharing equipment and food items during trips



Surfaces should be cleaned and disinfected after every trip

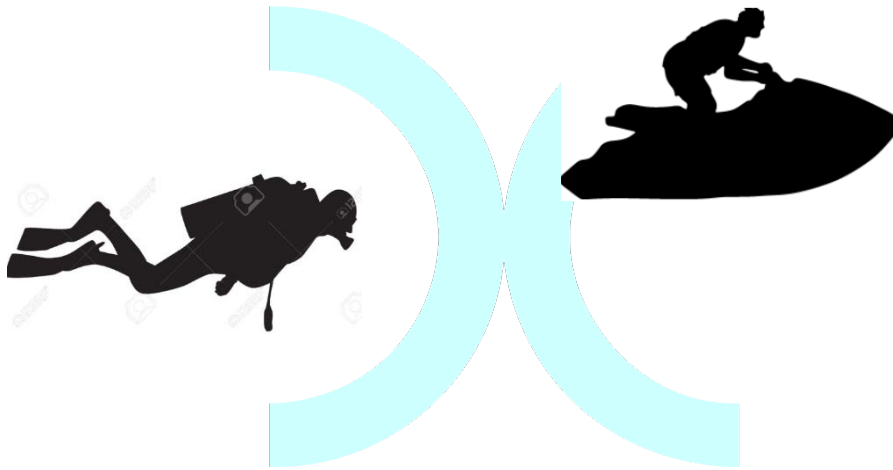


Equipment should be cleaned and disinfected after every trip

- Avoid taking any unnecessary material on board that is not required
- Symptomatic people should not be allowed onboard and referred to Doctor.
- Revise Frequency and Maximum number of participants
- Local Island excursions restriction to be followed and avoid picking up guests from multiple resorts or local island.
- During excursions minimize the number of persons on the trip to allow for adequate physical distancing.
- Crew should be based in resort
- Soap and Hand sanitizer should be available on board
- Surface and equipment should be cleaned and disinfected after each trip
- Snorkeling equipment to be clean and disinfected (used snorkeling equipment to be used after every 24 hours of 1st rental)

DIVING AND WATER SPORTS MODULE

COVID-19 ACTION PLAN



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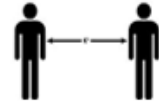
COVID 19 droplets might get transmitted by handshake/ close contact and touching the surfaces



Wear the face mask



Sanitize the hands & Use the gloves



Social distance (1 Meters)

Diving Centre



- Traditional form of greeting hand clasped/the hand over-heart gesture (**NO SHAKE HAND**)
- Ensure guest wearing face mask before entering Diving Centre
- Maintain social distancing (1m)
- Occupants of 2 persons or 1 family at a time
- Wash hands regularly and thoroughly with soap and water, for at least 20 seconds, or use an alcohol-based hand sanitizer (unless working with compressed gas, especially oxygen-enriched gas)
- Sanitize the high touch points (frequently touch surface) areas after each visit (Pens, Table tops, door handle, etc.).
- Make sure "TraceEkee" active before interacting with the guest
- Hand sanitizers should be available. Guests should be encouraged to sanitize their hands after entering and prior to exit from the Diving Centre
- The number of customers which can be present inside the Diving Centre at any given time should be displayed outside the Diving Centre
(refer sample signage below)
- Face to Face contact with guest should be recorded for the purpose of contact tracing
- No cash transaction allowed
- Existing inter-island travel restrictions should be followed; hence excursion trips should not pick tourists from multiple resorts.
- All Diving Centre staff of these excursions should be based in the resort.
- Symptomatic people should not be allowed onboard.
- During excursions and fishing trips minimize the number of persons on the trip to allow for adequate physical distancing.
- Ensure that physical distancing is maintained while on board including sitting arrangements inside the boats.
- Wear masks in enclosed spaces.
- Avoid taking any unnecessary material on board that is not required.
- Avoid sharing equipment and food items during trips.
- Soap and water / hand sanitizers should be available on Diving board.
- Surfaces and equipment should be cleaned and disinfected after every trip.
- Prior booking must be done to use this service. Ask the guest regarding any fever or respiratory symptoms at the time of making the booking. Symptomatic people should not be allowed to use this service.

- To allow physical distancing, non-diving family members and friends should be discouraged to enter the premises.
- All customers' personal items, including clothing, towels and bathrobes should be stored in a way that avoids contact with common surfaces. Bags, boxes, containers etc could be used to store these items.
- Lockers should be disinfected if used by any customer.
- Customers may be encouraged to bring at least their own diving mask.
- Rental masks if used for fit-testing would require disinfection.
- Rental equipment should be disinfected as indicated, after each use, paying particular attention to regulators, buoyancy-controlled devices, snorkels and masks etc. After disinfection, keep the devices in closed bags for use later.
- Instruct customers not to touch the cylinder valve outlet or regulator inlet when assembling and disassembling their scuba unit.
- Divers should be reminded to avoid touching other divers' equipment, especially those parts that come into close contact with the diver's face and mouth.
- Both in case of emergency and when performing drills, it is recommended to use an alternative gas source and avoid donating the regulator from which the diver is breathing.
- Keep areas for returned rental equipment separate from areas where disinfected equipment is stored.
- Customers should be prevented from entering the area where disinfected equipment is stored. Bring the gear out to customers.
- Disinfect gear such as snorkeling gear, diving masks, tubing and mouth piece with 1:50 bleach solution. These objects should be completely immersed in the solution for at least 5 minutes for disinfection. Rinse after disinfection.
- It is recommended to rinse equipment separately and not to use common tubs to rinse equipment.
- In case of equipment used by a symptomatic person, they should be disinfected with 1:9 bleach solution.
- Avoid use of alcohol-based solutions for cleaning of cylinders or filling hoses used for oxygen enriched air as there is a risk of causing fire or explosion.
- The Dive Centre premises must be disinfected daily. Common areas such as changing rooms should be disinfected whenever used by different people.
- Sign boards/ posters to remind guests about physical distancing, wearing masks, hand hygiene should be displayed.
- For further guidance refer to: *COVID-19 AND DIVING OPERATIONS: 10 RECOMMENDATIONS ON RISK PREVENTION AND MITIGATION, Divers Alert Network, Europe.*



Waters Sports

- Traditional form of greeting hand clasped/the hand over-heart gesture **(NO SHAKE HAND)**
- Ensure guest wearing face mask before entering Diving Centre
- Maintain social distancing (1m)
- Occupants of 2 persons or 1 family at a time
- Wash hands regularly and thoroughly with soap and water, for at least 20 seconds, or use an alcohol-based hand sanitizer (unless working with compressed gas, especially oxygen-enriched gas)
- Sanitize the high touch points (frequently touch surface) areas after each visit (Pens, Table tops, door handle, etc.).
- Make sure "TraceEkee" active before interacting with the guest
- Hand sanitizers should be available. Guests should be encouraged to sanitize their hands after entering and prior to exit from the Diving Centre
- The number of customers which can be present inside the Diving Centre at any given time should be displayed outside the Diving Centre
(refer sample signage below)
- Face to Face contact with guest should be recorded for the purpose of contact tracing
- No cash transaction allowed
- Encourage physical distancing measures through public notices displayed at the beach area.
- Chairs placed at the Waters Sports should be kept spaced out to allow physical distancing.
- Discourage contact sports at the beach.
- Chairs and other such surfaces should be frequently cleaned and disinfected.
- Closed, lined dustbins should be available for disposal of used tissues/masks etc.
- The Dive Centre premises must be disinfected daily. Common areas such as changing rooms should be disinfected whenever used by different people.
- Keep areas for returned rental equipment separate from areas where disinfected equipment is stored.
- Symptomatic people should not be allowed for any activities.
- WS instructor should be reminded to avoid touching other guest WS equipment, especially those parts that come into close contact with the guest body & face and mouth.
- All customers' personal items, including clothing, towels and bathrobes should be stored in a way that avoids contact with common surfaces. Bags, boxes, containers etc could be used to store these items.
- It is recommended to rinse WS equipment separately and not to use common tubs to rinse equipment



Diving Centre Linen:

- When collecting linen need to be careful so that the linen will not touch the body or cloths. Do not aggressively shake the linen
- Used linen should be covered in bags and kept separately
- Before linen runner finish the duty, buggy should be deep cleaned and disinfected

Diving Centre Public Toilets:

- Public area attendant should wear mask, work cloths and gloves
- Must disinfect switches before touching them
- Every 1 hour public area staffs will attend for cleaning and log sheet to be update
- Daily 2 time will do the deep cleaning and disinfect.

Scuba Diving Training Materials / Brochures:

- Returning Magazines/Books should be sanitized and store it in designated area for period of 24 hours.

Contact Tracing



(contact tracing will break the chains of transmission of an infectious disease)



COVID-19 is transmitted primarily through droplets which generally disperse within one meter of the case.

Face to Face contacts should be recorded

- Download contract trace app "TraceEkee" to facilitate contract tracing. Advice guest to carry the mobile phone at all the time.



Suspicious case of COVID-19 (Guest) Repeat

- Guests with symptoms of illness will be asked to stay in the room and call a doctor via the reception desk.
- In the unlikely event that a suspicious case is detected and on doctor's consent, guest will be isolated and Maldives HPA will be informed on Hotline. HPA will, there after handle the case as per Ministry of Health Protocol
- Separate the ill person from the other persons by at least 2 meters.
- No visitor should be permitted to enter the room occupied by the effected guest
- Designate bathroom for use only by the ill person.
- Provide medical mask to the ill person & ensure that they wear it
- Direct contact with the ill person should be avoided unless wearing at least disposable gown, gloves, a mask & eye protection.
- Remove PPE carefully to avoid contaminating yourself
- Steps to remove PPE:
 7. Remove gloves & gown, wash your hands
 8. Remove the mask & eye protection
 9. Wash your hands again with soap
- Disposable items that had contact with ill person should be place in to a specific or biohazard plastic bags

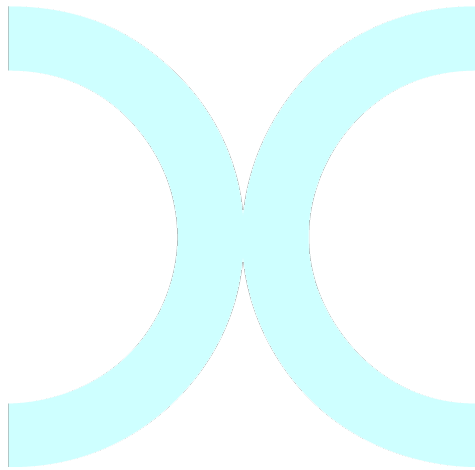
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CLINIC MODULE

1. At the jetty on arrival (with PPE)
 - Temperature measurement and record
 - Hand sanitation will be available
2. At the clinic
 - Staff (Dr. and nurse) will dress with PPE:
 - Apron
 - Face mask
 - Face shield
 - Shoe protection*Need to hang some PPE in the wall with spray sanitation facility.*
 - PPE should be worn, on
 - As soon as entering the clinic
 - On visiting arrivals
 - Room visits
3. Methodically remove PPE & hand sanitation
 - Before going out of clinic
 - Before going for meals
 - After room visit
4. Clinic duty
 - To inform (phone) prior attending the clinic (staff & guest)
 - Attend clinic with mask
 - One family at a time
 - One staff member at a time
 - Hand sanitation before & after consultation
 - Disinfect clinic floor, doorknobs, door bars, chairs, armrests, tabletops, light switches, water taps, three times a day
 - Need small disposable garbage bags (grocery bags) for non-touch disposal
5. Room attendance
 - Pre inform by phone
 - All in the room should wear Mask
 - Dress with PPE (medical staff)
6. Other requirements
 - Communicable disease notification forms- All notifiable diseases should be notified using the communicable diseases notification forms to the atoll hospital as mandated by HPA regulations Medico-legal forms
 - Suction machine (table top)
 - Apron
 - Laryngoscopes
 - Endotracheal tube F 29 (adult)
 - Emergency trolley (2" X 1.5" with 2 shelves)

Response to a suspected COVID-19 case in a resort.

- Inform HPA on hot line - 1676 (7377004)
- Health care workers at medical facility in a resort will always wear appropriate PPE, when consulting a patient in the clinic or room
- If a staff or tourist must be examined for a respiratory complaint or fever (suspected COVID), the doctor will visit the staff or tourist in the room
- Quarantine rooms are allocated for confirmed or suspected case of COVID-19 among guest
- Staffs will be quarantined in a dedicated room at the resort.



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LIESURE AND ENTRETAINMENT

Employee Personal Hygiene:

This procedure is, meant to ensure Safety & Personal Hygiene measures is done in a most efficient manner

Grooming Procedures: Recreation staff:

- **Grooming:**
- ❖ **Before taking duty**
 - Need to take shower before joining the service
 - Bathed with deodorant used daily
 - Teeth brushed to avoid bad smell
 - Wear appropriate clothing- clean uniform
 - Maintain short, clean, and polish- free fingernails. No artificial nails are permitted.

Fitness Room Hygiene Standards:

- **Cleaning and sanitation:**
 - The Fitness Room and the Equipment will be cleaned and disinfected twice daily, in the morning before opening and in the afternoon
 - Hand sanitizer is provided in the Fitness Room
 - Alcohol-based wet tissue dispenser is also available
 - Fresh towels are available frequently replaced by fresh ones
- **Gym:**
 - All guests entering the Gym should wash and sanitize their hands.
 - Due to social and physical distancing, only four persons from two different rooms or one family will allow being inside at a time.
 - Guests having fever or respiratory symptoms must not use the service.
 - Equipment should be clean and disinfect after each use
 - Guest has to fill a daily register which are available, to facilitate contract tracing.
 - Guest will be advised not to share any equipment or personal belongings with others when inside the gym
 - Guests are advised to ensure that equipment is cleaned and disinfected before use.
 - Guests must use a clean towel or wet towels to clean the equipment surface after use.
 - Guests will have to use a clean towel to cover the equipment when used during the workout to create a barrier between the client and the equipment surface.

➤ **Yoga / Pilates:**

- Social and physical distance need to maintain
- All yoga mattresses will be sanitized before and after every use

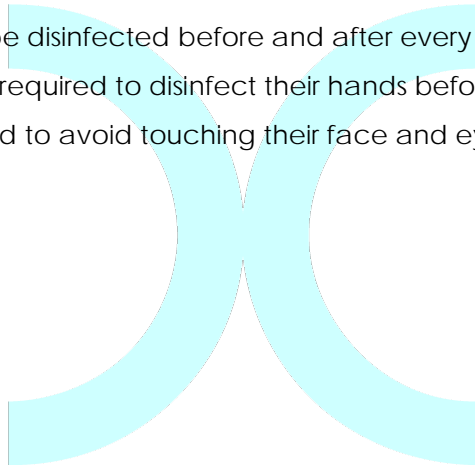
➤ **Aqua Gym:**

- To ensure physical and social distancing are maintained.
- Guests will need to have a shower before going in the pool.
- Swim noodles are clean and sanitized before and after each use.

➤ **Collective activity:**

• **Volleyball**

- Ball must be disinfected before and after every use.
- Guest are required to disinfect their hands before and after game.
- Guest need to avoid touching their face and eye.



COCOON

ENGINEERING MODULE

STANDARD OPERATING PROCEDURE – ENGINEERING DEPARTMENT ON COVID -19 PANDEMIC.

Engineering staff entering rooms of guest on breakdowns /complained.

- Should wear, mask, gloves, disposable or reusable (washable) work cloths (washable) apron over the work clothes and shoe cover before entering the room.
- Maintain social distance (1-meter distance) at all time when repair in progress.
- If any breakdown/ complain room of a quarantine or isolated person a face shield should be worn in addition.
- The doors and windows should be kept open when repair /inspection in progress, to allow for good ventilation.
- Gloves and aprons should be changed every time before entering a different room or disinfect them properly.
- Also ensure to disinfect the relevant tools such as screw drivers, ladder etc. Before entering a different room.
- Disposable products should be properly disposed of after use.
- After completion of the repair/inspection, remove gloves and wash hands with soap and water for at least 20 seconds. The staff should avoid touching eyes, nose and mouth with unwashed hands.

TRANSPORT MODULE

COVID – 19 PREVENTION PLAN FOR TRANSPORT DEPARTMENT

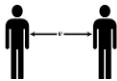
COVID 19 droplets might get transmitted by handshake/ close contact and touching the surface



Wear the face mask



Sanitize the hands frequently



Social distance 1 Meters to be observe



Vessel should be cleaned & disinfected before/after each journey Launch service

- Local Island excursions restriction to be followed and avoid pick guest from multiple resort or local island.
- During excursions minimize the number of persons on the trip to allow for adequate physical distancing.
- Crew should be based in resort (strictly prohibited to overnight in local island)
- Hand sanitize should be available in the launch
- Guest should sanitize their hands at the time of boarding
- Cleaning and disinfection should be carried out after every journey

TMA-Sea Plane Crew

- Body Temperature is taken (Arrival/Departure) to ensure that no one has fever FO/FOS/SFOS- Body temperature recorded in GUEST DETAILS sheet (normal body temperature should be between 35c to 37c)
- Maintain social distance with TMA crew members
- Meals through in villa dining / isolation rooms 202-203
- Ensure physical distancing at boarding queues & TMA crew wear face mask
- TMA crew must obey and follow Cocoon Safety Protocol and HPA/TMA safety guidelines
- During overnight- crew member not permitted to visit bar's/restaurants etc

SUPPLY MODULE

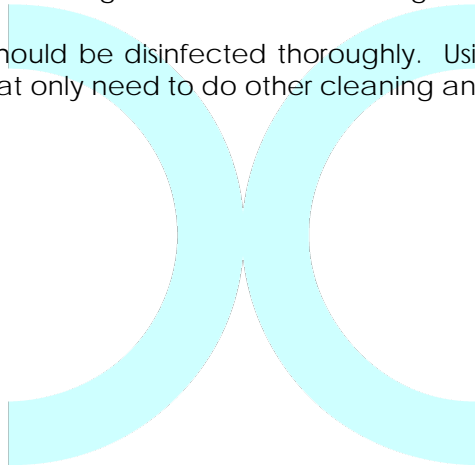
Procedures to follow with safety measures at supply collection against Covid-19

Supply Dhoni Captain and Supply Dhoni crew (1+5) all are well briefed on below given procedures and safety precautions to follow throughout the supply operation.

1. Supply Dhoni will be having a bottle of hand sanitizer, enough disposable masks and disposable hand gloves
2. Before leaving Cocoon, get the temperature checked by the doctor.
3. Take enough food items, water and all other necessary items on boat. No one will be allowed to go out of the boat while at the jetty in Male , at any other place in Male including airport or at Y&M resort . Throughout the trip, everyone will stay in the boat until come back to Cocoon.
4. When reaching Male , everyone should wear Mask.
5. When suppliers bring the items to the boat, everyone should wear mask.
6. Suppliers should deliver the items only up to the jetty and keep the items near the entrance of the Dhoni. Captain should check the items and the crew must keep all items in the proper way inside the Dhoni.
7. Always need to keep the distance minimum of 1m from delivery persons.
8. Except delivery staff of the suppliers that we have placed the orders, anyone else should not be allowed to enter to the Dhoni for any reasons.
9. Throughout the operation, no one should remove the mask or the gloves. No eating or drinking. Once the loading finish, immediately the hand gloves and the face masks should be removed, then clean the hands with sanitizers. take a wash, change and then wear a new mask.
10. All food must be prepared on boat. No one is allowed to go for outside food.
11. After you clean yourself, Do-not get in touch with items in the Dhoni. If you get in touch with any items, make sure to clean your hands with sanitizers.
12. Throughout the travelling time from Male to Y&M, keep wearing your mask. When reaching Y&M jetty wear your hand gloves again.
13. Support Y&M team to unload the items as fast as possible. During unloading make sure that you maintain the distance of minimum 1m with each person enter to the Dhoni.
14. Do not go out of the Dhoni at any time for any reason. Meals and any other necessities will be provided to the Dhoni by Y&M team.
15. As soon as the unloading finishes, properly dispose your hand gloves and mask. Disinfect the hands with sanitizes. Wear a new mask and start travelling back to Cocoon.



16. When you arrive to cocoon, again make sure to disinfect your hands properly, dispose the mask and hand gloves properly, Leave the boat without getting in touch with any resort staff, direct go to your room and get yourself properly cleaned
17. Once you clean up yourself, visit the doctor at clinic for temperature check. Make sure to make an appointment over the phone before visit the doctor.
18. All unloading team should wear mask and hand gloves before approaching the supply dhoni.
19. Food items and other items should be sanitized before taking to the store as per already placed procedures. After unloading everyone should dispose the mask, gloves properly, disinfect the hands and then go for shower and change.
20. Next day, the boat should be disinfected thoroughly. Using disinfecting chemicals with sprayers. And after that only need to do other cleaning and pest controlling process.

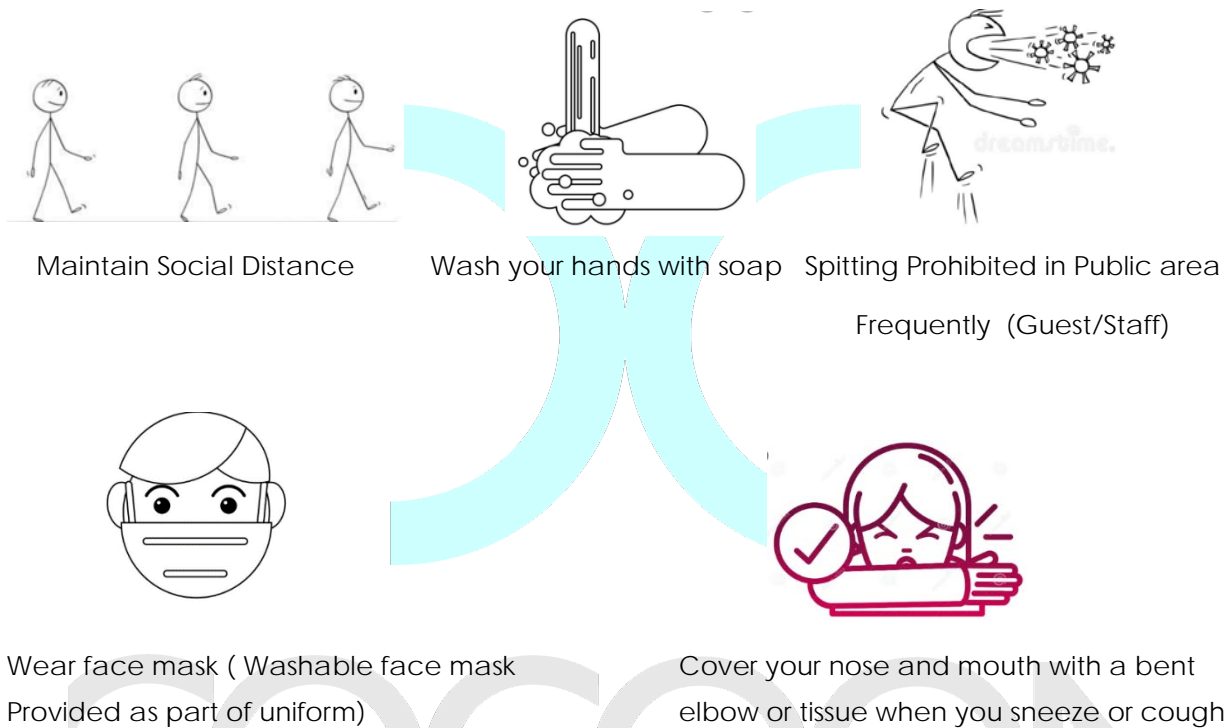


COCOON

STAFF MODULE

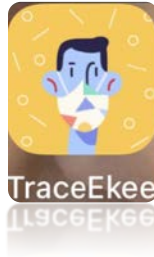
HUMAN RESOURCES

COVID-19 PREVENTION PLAN FOR CCN STAFF



Suspicious Case of COVID-19

(Staff)



Compulsory all Staff to download contact tracing app "TraceEkee"

Suspicious Case (Staff):

- The staff should immediately stop their work & seek medical assistance
- Provide a suitable room for staff for self-isolate while waiting for the medical team to arrive
- The staff should be provided with disposable tissue & mask
- Identify & inform the people who came into close contact with the suspected staff
- All staff are trained and educated to the recommendation of WHO- and HPA recommendations
- All facilities, including hand sanitizer are provided for maximum protection
- Regular body temperature will be taken daily before and after resuming duties
- PPE is made available for staff handling disinfection machines
- Staff travelling out of the Island is restricted to essential and emergency travels and will be quarantined when he/she return to resort

Visitors:

- Visitors are allowed only in essential cases and safety measures are applied
- Require prior authorization
- Visit the doctor on arrival (to be escorted to clinic directly)
- Visitors must wear face mask and maintain social distance

Staff Gym:

- Occupant of 2 at a time
- Sanitize the high touch points before/after using gym equipment
- Maintain social distance and wear face mask
- Team sports competitions should not be allowed.

Accommodation:

- Staff from separate departments will be accommodated at separate accommodations as they have different levels of risk of exposure.
- Staff who are accommodated together should minimize mixing with other staff to reduce contacts
- Wash hands with soap frequently

- Personal items should not be shared.
- Accommodation quarters and rooms should be cleaned and disinfected daily.
- Closed lined dustbins should be available for safe waste disposal.

Staff toilets:



- Toilets should be cleaned and disinfected at least daily. Disinfection can be done with diluted bleach solution (1-part water to 49 parts of bleach).
- Proper hand hygiene with soap and water every time after using the toilette.
- Close the toilette lids when flushing.
- Provide adequate hand washing facilities including soap, disposable paper towels and
- lidded rubbish bins.

Staff Canteen:

- Where feasible, staff who share a common accommodation could sit together at the mess room. Seating distancing should be at least 1 meter.
- Hand washing facility should be available. Staff should perform hand washing on entering the mess room.
- No self-service. Food can be served from a buffet.
- Staff who serve food at the mess room should wear masks and perform frequent hand hygiene and maintain physical distance when serving food.
- Tables and chairs should be cleaned and disinfected after every meal time.
- Should have good ventilation (preferably natural ventilation).
- Closed, lined dustbins should be available for disposal of used tissues.

Staff travel between island and resorts:

- Staff should follow the existing HPA rules and regulations regarding restrictions on inter-island travel.
- Regular staff whose work is based in the resort should not be allowed to travel daily back and forth for work between their resident islands and the resort. They should be provided a fixed accommodation at the resort.
- If a staff travels to a resort from an island where COVID-19 is known to exist, they should undergo a 14-day period of quarantine at the resort followed by testing for COVID-19.
- If a staff travels from the resort to an island where COVID-19 is not known to exist, they should undergo a 14-days period of quarantine at the resort prior to exit or undergo quarantine for 14 days upon arrival to the island. The quarantine period should be followed by testing for COVID-19.

Meetings and trainings:

- If meeting or training is conducted in an office space, there should be adequate physical distancing (at least 1 meter) and staff should wear masks (disposable or cloth masks).
- There should be adequate ventilation. If air-conditioned room, doors/ windows can be opened intermittently.
- Hand sanitizers should be available.
- Avoid sharing stationary and other items.
- Meeting rooms should be cleaned and disinfected after conducting the meeting.

E.1.12 Resorts shall submit a health and safety plan to the Ministry of Tourism for approval prior to reopening. This plan shall detail how the resort intends to provide separate accommodation and other facilities for staff who directly interact, staff who have to travel off site frequently and back of house staff. E2. STAFFING E.2.1 All staff arriving in the resort from overseas

Our actions:

1. Staff, if any, arriving from abroad before 15th July will be quarantined.
2. One whole 1st floor staff accommodation facilities 12 rooms (24 beds) with Air conditioning, fan, private sanitary facilities, TV and all required comforts are reserved for use in case of necessity for quarantining staff. All recommended procedures and policies regarding the service and medical follow-up are implemented and will be scrupulously observed.
3. Team Members interacting directly with guests will be accommodated together (sharing rooms) according to the department to which they belong.
4. No staff will be allowed to travel frequently out of Resort and back.
5. In an unlikely event that a Team Member has to leave the Resort and return, he/she will be isolated in a single room and monitored by the Resort Doctor before he/she can mingle with colleagues again.
6. For back of House staff will also be accommodated separately not to share rooms with Front of The House staff

A large, light gray watermark of the COCOON logo is centered on the page. It consists of the word 'COCOON' in a bold, sans-serif font, with a stylized 'X' shape integrated into the 'O's.

QUICK HEALTH STEPS



Cocoon Maldives 20 Golden rules to stay safe and Healthy have been explained and notice affixed among with particular attention is paid to hand hygiene, Physical distancing, no eyes, nose and mouth touching, wear masks and wear gloves where and when necessary. See in Annex

ANNEX 1

Emergency Contact Numbers

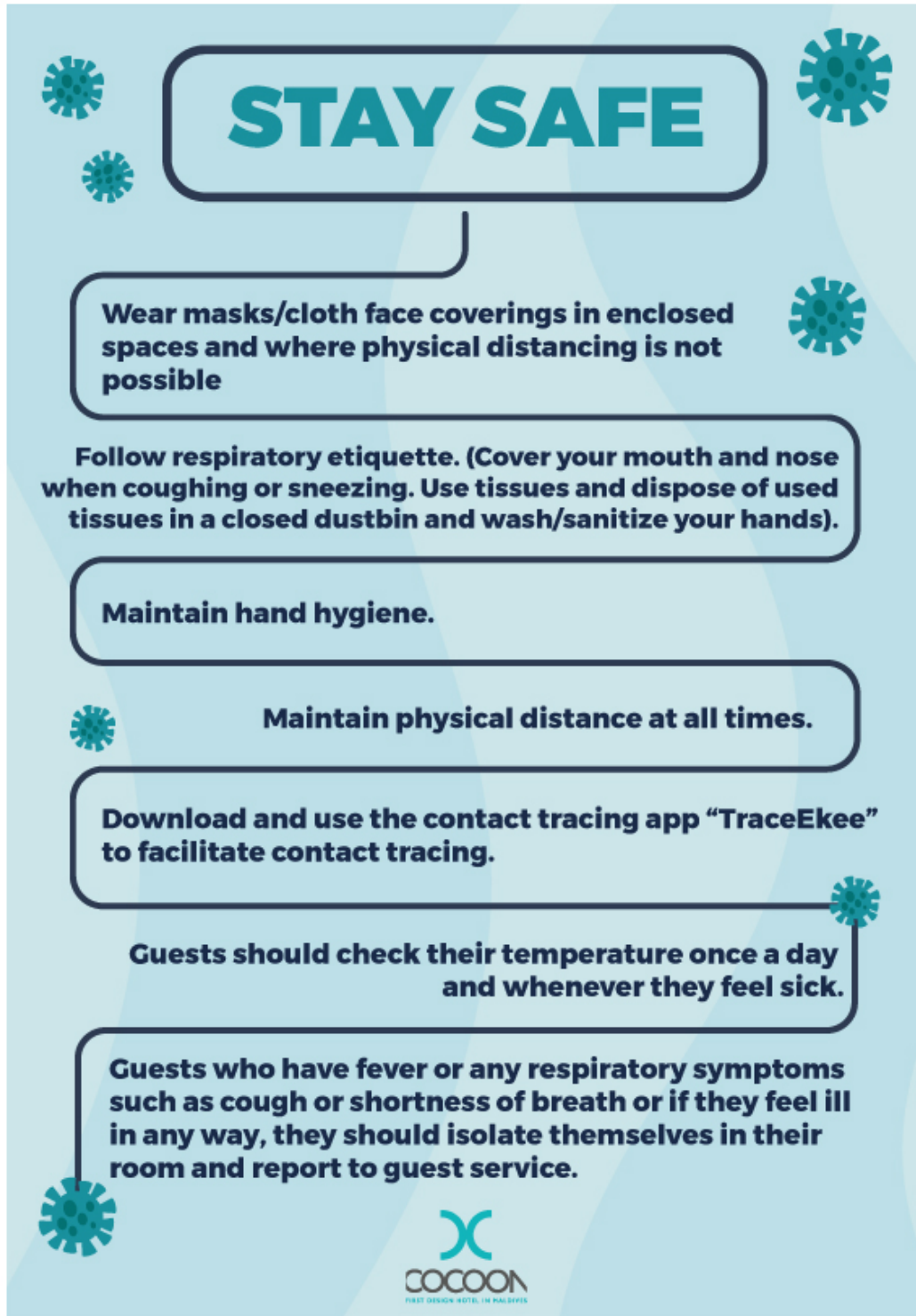
Readily available and affix in each department

See the below Contact details,

1. Naifaru Atoll Hospital
Contact no: 6620048
Email: reception.lhah@gmail.com
2. Health Protection Agency (Ministry of Health)
Hotline: 1676
Email: heoc@health.gov.mv
3. Ministry of Tourism (Situation Monitoring Unit (SMU))
Contact no: 7223131
Email: smu@tourism.gov.mv
4. Maldives Police Service
Contact no: 3035333
Email: neoc@police.gov.mv
5. Local Government Authority
Email: travelpermit@lga.gov.mv
6. Covid Task force (Ministry of foreign Affairs)
Email: covid.taskforce@foreign.gov.mv

ANNEX 2

Displayed in all the Point of Sales and frequented guests' areas



ANNEX 3

Pandemic Recovery Team is affixed in all departments.

Good Day To All,

Please take note of the below notice.

PRTL = PANDEMIC RECOVERY TEAM LEADER:

GM

PRT = PANDEMIC RECOVERY TEAM:

GM, CPM, FC, HRM, DOCTOR

PRO= PANDEMIC RECOVERY OFFICERS

**(FOLLOWING UP AND ENSURING THAT PROCEDURES
IN THE DEPARTMENTS ARE CORRECTLY IMPLEMENTED):**

**TUAN & NIXEY, SAJAN & GAURAV, AHMED HR, CHAMARA,
ANIL, SINAAN, NASHID & DINESH, VICTOR & KUSAL, RINA,
WAHEED (AIRPORT), DURGA, ROOPESH, RASHEED WS**

Thank you

GM

ANNEX 4

Information to guests provided in a pamphlet in all rooms

Dear Guest,

In response to the recent outbreak of COVID-19, we at Cocoon Maldives are taking preventive measures to ensure the safety and well-being of all guests and staffs.

We would like to advise our valued guests the following safety measures taken by the resort:



1. As part of resort's preventive measures, all individuals who will enter the resort shall be subject to body temperature check using infrared thermometer scanners prior to entering.



2. The cleaning of the surfaces using recommended disinfectants and deep cleaning procedures of guest rooms, restaurants, bars, spa, gym, lobby and all public areas.



2. The implementation of protocols for guests, employees sanitisation guidelines to minimise transmission risk and cater for the social distancing requirements. Sanitisers have been placed in public areas.



3. All housekeeping staff will wear mask, gloves and wash their hands more regularly after every guest room cleaning.
4. We strictly adhere to all necessary measures to keep our resort free of COVID-19. If you have symptoms such as cough or fever please contact reception or resort doctor immediately through in-room telephone.



5. All employees wear safety masks and measure temperatures once a day.



6. Restaurants, bars occupancy will be limited and tables are placed keeping the recommended safe distance



7. We have minimized the number of rooms available so that each room will be empty for minimum of 24 hours between each guest's stay.

We encourage everyone to follow below guidance to minimize the risk of infection :



1. Avoid Spitting in public.



2. Cover your mouth and nose when sneezing with flexed elbow or tissue – throw tissue to dust bin immediately and wash hands with soap for 20 second.



3. Wear a mask if you are in public gathering places such as restaurants, bars and public areas.



4. Do not Congregate in the lobby, bar or restaurants.



5. Always Maintain 1 meter social distance.



6. Visit resort doctor immediately if you feel unwell, wear mask while visiting resort doctor.



7. Regularly wash your hands with soap and water or alcohol-based sanitizer for at least 20 second.

ANNEX 5

Authorization of disclosure of Health Information to be signed by guests upon check in

Authorization of Disclosure of Health Information

COVID-19

I hereby give my authorization to Cocoon Maldives for disclosure of my Health Information in relation to Covid-19 to be disclosed to:

- I. Maldives Health Protection Agency (Ministry Of Health)
- II. Maldives Ministry of Tourism SMU (Situation Monitoring Unit)
- III. Maldives Health authorities and Medical Institutes and Local Government Authority
- IV. Covid-19 Task Force (Ministry of Foreign Affairs)
- V.

Guests Signature

Date

Print Name

Date of Birth

Room Number

**Note: This authorization form expires _____ days from the date signed.

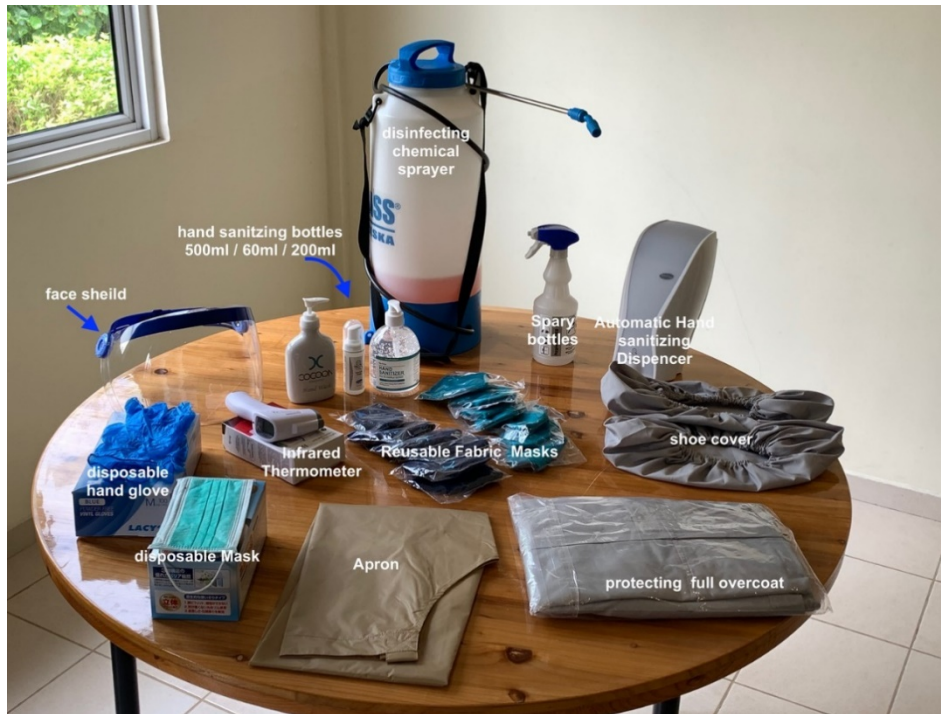
ANNEX 6

Beach notice displayed on the Beach around the island.










ANNEX 7

List of Related Covid-19 protective items available at the Resort



ANNEX 8

List of additional Material and products ordered and be delivered soon.

No	Item Name	Item Description	Picture	ETA
1	Moisture Fogging Machine	* Industrial heavy duty, 4Liter, size of 350*380*280mm, 220-240V, 50HZ, 1300W, 0-30mum, spray distance 8-10meter, 6 meter wire		30th June
2	Cash disinfecting machine	* ABS with tempered glass body, with size of 385*460*470mm, 40 Liter, 220-240V, 50HZ, with ventilation, virus killing function for 99.9% of surface virus		30th June
3	Shoe Cover	* Non waven material, zip cover, with thicken material , even size		30th June
4	Hand-free Door OPener	No touch foot puller. Steel material. Sliver or Black color. Size: 10*9.6*3 Cm.		30th June
5	Making tapes	* M aterial : PE * 100 Meter		30th June
7	Customized Hand sanitizer Bottels for Guest	60ml, 75% alcohol level, avoid 99.9% virus, customized into cocoon logo		30th June
6	Non-contact Temperature Induction /Auto Hand Sanitiser Dispenser Combo	<ul style="list-style-type: none"> • Non-contact temperature taking • High precision infrared sensor • Real-time voice broadcast test results • Alarm for high body temperature • Non-wash disinfectant • Suitable for all public places • Freestanding with tripod included • Attach to wall with bracket included 		06th July

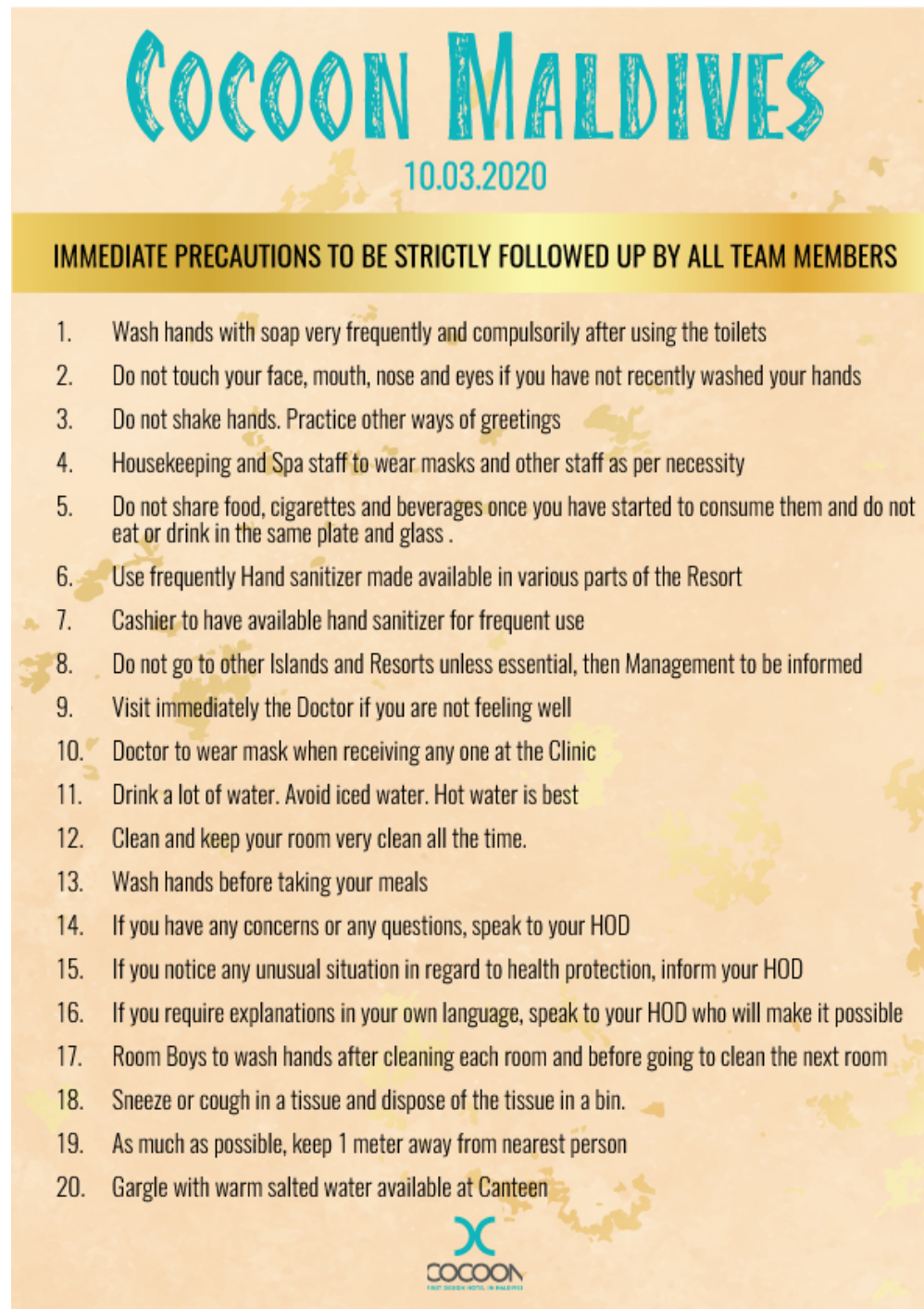
ANNEX 9

PPE and washable reusable high-quality protective aprons available at Resort



ANNEX 10


Cocoon Golden Rules issued since March 2020



COCOON MALDIVES
10.03.2020

IMMEDIATE PRECAUTIONS TO BE STRICTLY FOLLOWED UP BY ALL TEAM MEMBERS

1. Wash hands with soap very frequently and compulsorily after using the toilets
2. Do not touch your face, mouth, nose and eyes if you have not recently washed your hands
3. Do not shake hands. Practice other ways of greetings
4. Housekeeping and Spa staff to wear masks and other staff as per necessity
5. Do not share food, cigarettes and beverages once you have started to consume them and do not eat or drink in the same plate and glass .
6. Use frequently Hand sanitizer made available in various parts of the Resort
7. Cashier to have available hand sanitizer for frequent use
8. Do not go to other Islands and Resorts unless essential, then Management to be informed
9. Visit immediately the Doctor if you are not feeling well
10. Doctor to wear mask when receiving any one at the Clinic
11. Drink a lot of water. Avoid iced water. Hot water is best
12. Clean and keep your room very clean all the time.
13. Wash hands before taking your meals
14. If you have any concerns or any questions, speak to your HOD
15. If you notice any unusual situation in regard to health protection, inform your HOD
16. If you require explanations in your own language, speak to your HOD who will make it possible
17. Room Boys to wash hands after cleaning each room and before going to clean the next room
18. Sneeze or cough in a tissue and dispose of the tissue in a bin.
19. As much as possible, keep 1 meter away from nearest person
20. Gargle with warm salted water available at Canteen


COCOON
FIRST GREEN HOTEL IN MALDIVES

ANNEX 11

Training of the staff on Safety measures and new normal



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ANNEX 12

Disinfecting operation throughout the Resort being carried out



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ANNEX 13

Mask specially made for kids.

