

SAFETY PROTOCOLS

INTRODUCTION

The COVID-19 pandemic has brought us all an exceptional situation. You & Me by Cocoon Maldives is up to now a COVID-19 free resort. Therefore, the measures that are enumerated in this protocol aim at optimizing the safety of the resort, its resident guests and staff members for a comfortable and healthy stay in a non-infected private island. Precautionary measures are taken to minimize any risks of infection. The measures include among others:

PRE-ARRIVAL OF GUESTS

- ✓ For pre-booked guests, all check-in formalities should be completed online/in advance to reduce contact and time at the front desk.
- ✓ Registration forms include a Health Declaration and a disclaimer section.

GUESTS' ARRIVAL

- ✓ All staff welcoming guests, including Receptionists, wear masks and Buggy Drivers wear masks and disposable gloves.
- ✓ Island Hosts provide alcohol-based hand sanitizer (directly into the hands) at the jetty as guests come out of the seaplane or speedboat.
- ✓ No shaking hands. Other forms of greetings are practiced.
- ✓ All arrival luggage, including hand luggage is sanitized at the jetty, before loading to the buggy for delivery.
- ✓ Body temperature is checked to ensure no presence of fever. Symptomatic guests will be isolated and followed up by the resort's Doctor as per HPA recommendations.
- ✓ Refreshing towels and welcome drinks are served at the Reception.
- ✓ New safety, hygiene and other instructions will be provided to the guests as per the new SOP. This includes how the villas are sanitized at regular intervals.
- ✓ Guests should be reminded of social distancing measures, together with frequent hand hygiene and respiratory etiquette.
- ✓ Request them to self-monitor for COVID-19 symptoms (fever, cough or difficulty breathing) for 14 days.
- ✓ Immediately after Check-In formalities and handling of documents, staff members sanitize their hands.
- ✓ Encourage IVD breakfast for high category villas, to avoid overcrowding the restaurant.

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FRONT OF HOUSE – GUEST SERVICE AND CASHIER

- ✓ All furniture at the reception and lounge is re-arranged to keep up with social distancing rules. Markings on the floor where possible are used.
- ✓ No more than 2 guests are allowed inside the guest shop at once.
- ✓ Swabs and sanitizer are kept at the Reception area for guests to clean their phones and/or credit cards.
- ✓ Additional space for check-out is prioritized at peak times. Invoices are emailed to ease the process.
- ✓ After any manipulation of documents (cash, credit cards, etc.) team members will sanitize their hands. Hand sanitizers are available in each service.
- ✓ A cash sanitizing machine is available at the Cashier's office and all notes sanitized before safekeeping.
- ✓ Room keys are disinfected after every check-out.
- ✓ Face masks are provided to guests on departure.

TRANSPORTATION / EXCURSIONS / BUGGY REQUESTS

- ✓ Speedboat sanitization is practiced before and after every use.
- ✓ For excursions and boat rides, frequency of events and maximum number of participants has been reduced. Guests should not be seated in front of each other.
- ✓ Buggies are cleaned and disinfected before and after each use.
- ✓ For buggy requests, rides are not being combined with 2 or more villas.

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HOUSEKEEPING & LAUNDRY

- ✓ Housekeeping staff wears masks and gloves at all times whilst performing daily cleaning and turndown service.
- ✓ Staff members wash their hands and sanitize them before and after entering a guest villa. Before entering the next villa for servicing, they wear new gloves.
- ✓ Gloves are safely disposed-off in closed bins and discarded.
- ✓ Prior to arrival, villas are deep cleaned and disinfected by the use of a sanitizing machine and health harmless approved chemicals.
- ✓ All key touch points (door handles, switches, door knobs, etc.) are carefully disinfected (refer to attached Technical Sheet).
- ✓ To additionally reassure guests, a printed note is placed in all villas, signed by the General Manager: *Dear xxxxx, your Villa No. xxxx has been thoroughly disinfected on (date) at (time). I wish you a safe and healthy stay with us. Signed GM*
- ✓ A signage is placed in all guest villas, requesting guests to notify the Management if they feel sick or have developed any symptoms.
- ✓ After departure, villas are deep cleaned and thoroughly disinfected (refer to attached Technical Disinfection Sheet).
- ✓ Back to back room occupancy will be avoided as much as possible. 24 hours lapsetime will be observed between a departure and an arrival.
- ✓ All cleaning materials and tools are disinfected before being used in the next villa.
- ✓ Room linen to be changed once in two days or ONLY upon request; no turndown service to facilitate minimal contact.
- ✓ Staff uniforms will need to be sanitized properly; steam press or heat iron can be used.

ENGINEERING

- ✓ AC Units: monitors the condition of filters and maintains the proper replacement rate of indoor air.
- ✓ Water disinfection (pool & Spa): ensures chlorine levels are kept between 1-3 mg/l with the pH between 6.8-7.4
- ✓ For Spa pools that use bromine, maintain water at 4-6 mg/l bromine or 3-5 mg/l chlorine.

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FOOD & BEVERAGE

- ✓ Thorough disinfection of all F&B venues will be done prior to each service using a moisture spray sanitizing machine.
- ✓ Hand sanitizers are made available in all outlets for guests and team members.
- ✓ All team members are trained with any additional hygiene precautionary rules and it is ensured that these are being strictly respected. This include minimal contact/communication during service.
- ✓ All restaurant staff wear masks whilst on duty.
- ✓ Guests are requested to wear masks until they are seated at their table, as well as after they finish their meal and leave.
- ✓ À la carte meals are served in all restaurants; no buffet meals will be provided.
- ✓ Should it be necessary, the meal service timings will be reviewed into several services.
- ✓ Table setting: all tables in the restaurants and bar are arranged to respect a social distance of at least 5 feet (1.5 m). The distance from the back of one chair to the back of another chair is at least **5 feet apart**. Maximum 4 guests per 10 square meters. The number of tables per outlet is reduced.
- ✓ Salt and pepper and other condiments will be served by staff members.
- ✓ All unused crockery, cutlery, glassware, etc. in the tables is removed for rewashing.
- ✓ Disposable napkins which are pre-packed or individually packed serviettes are used.

CULINARY SERVICE

- ✓ All staff should wear disposable masks, gloves, hair nets and all other safety gear.
- ✓ HACCP principles are strictly observed in all food preparation areas.
- ✓ Operational kitchens must be sanitized at regular intervals.
- ✓ Ensure all kitchen tools get sanitized after each use.
- ✓ Staff cafeteria hours are extended to allow smaller groups over a longer period of time. The usage is restricted to 33% of its capacity at any given time.
- ✓ Ensure proper cleaning of vegetables, meats and all other materials that are required in the kitchens Use approved sanitizing agents to disinfect.

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ARRIVAL OF SUPPLIES

- ✓ All supplies are systematically disinfected before being transported inside the resort. HACCP principles are applied throughout the chain.
- ✓ Receivable goods are quarantined and date tagged before being taken inside the Stores.
- ✓ All supplies are fully sanitized before entering the Stores and refrigerators.
- ✓ All areas are sanitized at regular intervals.

POOL & BEACH AREAS

- ✓ Every morning, all furniture is sprayed for disinfection.
- ✓ Pool and beach sunbeds are placed at least 5 feet (1.5 m) apart from each other to respect social distancing measures.
- ✓ All mattresses are covered with an additional beach towel, which is replaced for next guest's use.

PUBLIC WASHROOMS & TOILETS

- ✓ After deep cleaning, disinfection is made with a spray sanitizing product.
- ✓ Key touch points are cleaned and disinfected (switches, handles, dispensers, toilet seats, toilet flush, shower control taps, etc.)
- ✓ Frequent cleanings are *in place* daily (refer to attached Technical Sheet).

SPA

- ✓ Thorough disinfection of the Spa, including entrance area and treatment villas, by moisture fogging machine. Usual Spa hygiene protocols are respected.
- ✓ Steam and sauna disinfection/sanitization is carried out.
- ✓ Therapists wear masks at all times.
- ✓ Social distancing is respected, 5 feet apart from guests (1.5 meter).
- ✓ Hand sanitizer is provided by therapists as guests arrive to the Spa.
- ✓ Arms of chairs are cleaned with alcohol-based sanitizer after each guest's use.

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FITNESS

- ✓ The Fitness room and equipment are thoroughly cleaned and disinfected twice daily, in the morning before opening and in the afternoon.
- ✓ Hand sanitizer is available.
- ✓ An alcohol-based wet tissue dispenser is also available.
- ✓ Fresh towels are available and frequently replaced by fresh ones.
- ✓ A notice is displayed to request guests to sanitize their hands before and after usage.

SUSPECTED CASE OF COVID-19

- ✓ In the unlikely event that a suspicious case is detected and under the Doctor's supervision, guest or staff will be isolated and HPA (Maldives' Health Protection Agency) will be informed on their hotline number. HPA will thereafter handle the case as per the Ministry of Health's protocol.
- ✓ Direct contact with the ill person should be avoided unless wearing at least disposable gown, gloves, a mask and eye protection.
- ✓ PPE (Personal Protective Equipment) is available in case of an unlikely event.
- ✓ Any suspected staff will immediately stop their work and seek medical assistance. A suitable room will be provided to self-isolate whilst waiting for the Doctor to arrive.
- ✓ The staff should be provided with disposable tissues and masks.
- ✓ Identify and inform the people who came into close contact with the suspected staff.
- ✓ In the unlikely event of multiple cases, set up the quarantine area (no enter zone) and start action plan with step by step guidelines.

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STAFF / GENERAL

- ✓ All staff members are trained and educated to follow the recommendations of the WHO (World Health Organization) and the HPA (Health Protection Agency). All recommended materials, including hand sanitizer are provided for maximum protection.
- ✓ Sensor and manual sanitizer dispensers are available at various points within the resort and in all departments.
- ✓ All departments and guests' common areas are disinfected daily by using a spray fogging machine.
- ✓ No shake-hands. Other forms of greetings are practiced.
- ✓ Employee's body temperatures are checked daily by the resort's Doctor.
- ✓ PPE (Personal Protective Equipment) is available for employees handling disinfection machines and the resident Doctor.
- ✓ Employees limit physical meetings, gatherings and personal interactions. Keep distance if they occur of 1.5 meters between each individual. Enhanced methods of communication: email, online cross-message platforms such as WhatsApp or Viber.
- ✓ Front of house team members keep a daily list of people that they have interacted with.
- ✓ Managers limit the number of staff to the minimum required; staff can be organized into teams to reduce interactions between teams.
- ✓ Workstations are placed in such a way that the staff is not facing each other and can maintain an appropriate social distance.
- ✓ Number of employees having their breaks at the same time are limited. Service hours of the canteen are extended, some tables and chairs are blocked to grant space.
- ✓ Staff travelling out of the island is restricted to essential and emergency trips. They observe a quarantine when they return to the resort.

VISITORS

- ✓ Outside visitors are not allowed unless pre-approved by the General Manager of the resort. Visitors are not encouraged.
- ✓ Body temperature will be checked by the resident Doctor upon arrival.
- ✓ Security to monitor the entry and exit of all outside visitors.