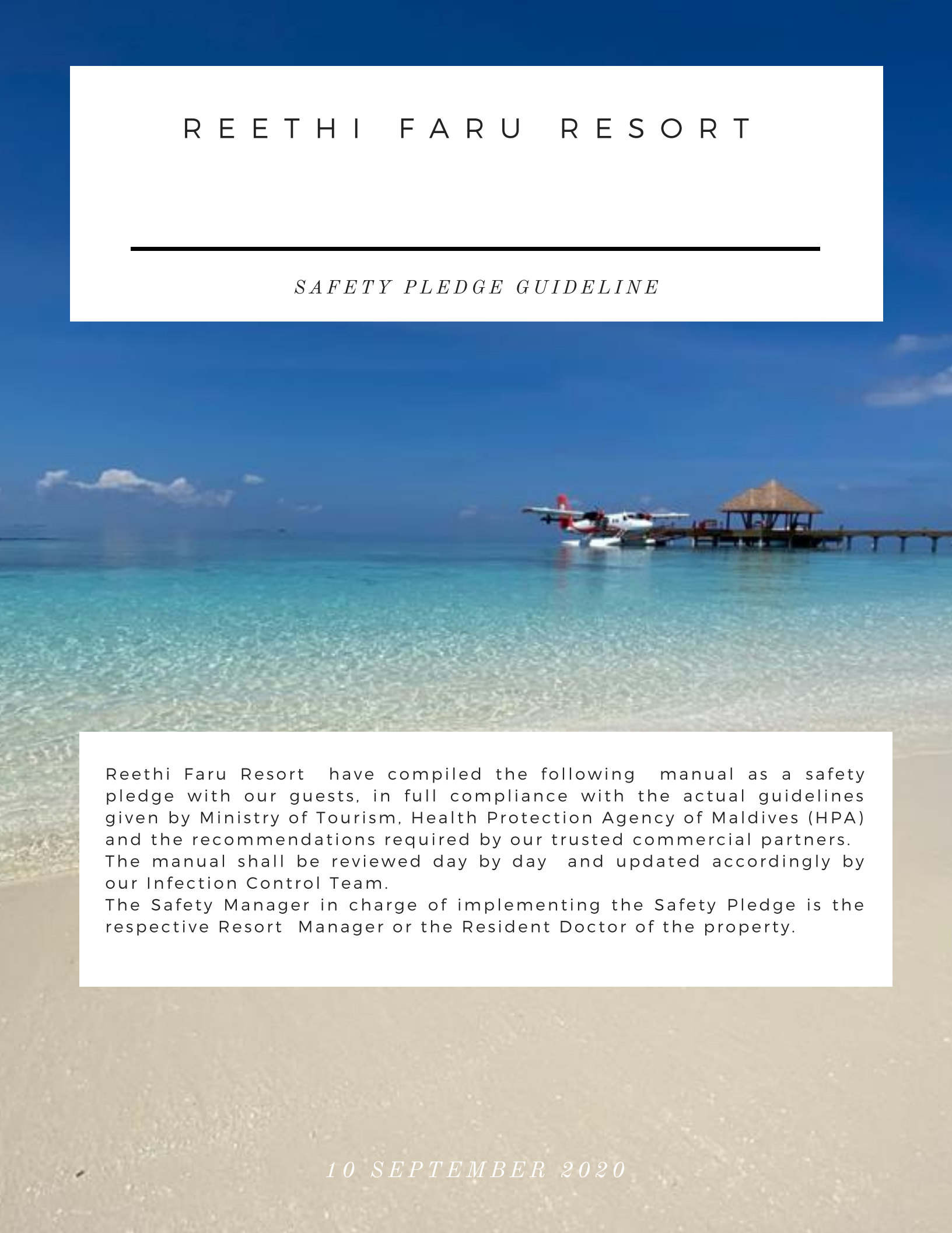


REETHI FARU RESORT

SAFETY PLEDGE GUIDELINE



Reethi Faru Resort have compiled the following manual as a safety pledge with our guests, in full compliance with the actual guidelines given by Ministry of Tourism, Health Protection Agency of Maldives (HPA) and the recommendations required by our trusted commercial partners. The manual shall be reviewed day by day and updated accordingly by our Infection Control Team.

The Safety Manager in charge of implementing the Safety Pledge is the respective Resort Manager or the Resident Doctor of the property.

10 SEPTEMBER 2020

T A B L E O F C O N T E N T S

OUR SAFETY GUIDELINE THROUGHOUT COVID-19 PANDEMIC

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LOCK DOWN & TRANSITION

OUR SAFETY GUIDELINE THROUGHOUT COVID-19 PANDEMIC

- **LOCK DOWN PERIOD**

During the nationwide lock down, Reethi Faru Resort have been conducting general maintenance and enhancement projects to ensure the properties remain in good order. This includes activities such as deep cleaning of all areas, villa maintenance and outlets enhancements, repair works, and associate training.

- **TRANSITION**

In preparation for re-opening, the property will enter a pre-opening, transitional phase at least two weeks prior to the anticipated re-opening date. During this period, the following additional actions will be conducted in addition general maintenance.

- **Preparing to Implement**

Guidelines provided in this document shall be carefully reviewed by each department head, and an action plan and a list of required purchases identified in preparation for resort reopening.

- **Associate Training**

All associates will need to be trained on the below procedures and protocols. These measures have been introduced to protect the guests as well as associates from Covid-19, and to provide a clear set of procedures to prevent an infection outbreak as well as guidelines to follow in the case of an outbreak. List of Training are available in Annex.

Training will be conducted prior to the property reopening. A review will be done in December 2020 and any necessary training repeated.

- **Communications**

Communications required as per this document shall be prepared and made available to the public, guests and associates according to information required by each stakeholder. List of Communications to be prepared are available in Annex.

RE - O P E N I N G P H A S E

SAFETY MEASURES AGAINST COVID-19 SPREAD

• INFECTION CONTROL

- As a first step a Covid-19 Task Force Management team (CTFM) shall be established prior to resumption of operations.
- CTFM shall ensure all preventive measures outlined in this document are implemented and carried out.
- A dedicated senior associate from each department shall be appointed to assist the CTFM team to ensure implementation and supervision of preventive measures are carried out in each department.
- The Incident procedure guidelines provided in the Annex shall be followed should a guest or associate display symptoms of Covid-19.
- All associates are required to go through a health checkup to screen for Covid-19 and a 14 days quarantine period, including a PCR test before they return to work at the resort.
- An area shall be designated for isolation of the guest. Our designated area will be the Garden Villa area.
- Resort shall allocate facilities and make arrangement for associates to self-isolate as instructed by HPA (Health Protection Agency). Our designated quarantine area for staff will be in "block 3".
- Resort associates shall be trained in the use of personal protective equipment (PPE) and hygiene etiquette.
- Adequate stock of medically certified PPE (Masks, Gloves, Face Shield, Gowns, aprons, digital thermometers) shall be available at the resort.
- Resort clinic shall comply with minimum standards applicable under existing regulations.
- Minimum 80% of resort associates shall be trained in first aid, basic life support and trained associates will be indicated by a mark on the name badge.
- Guests will have to undergo an exit screening prior to departure.
- Any associate, guest or other personnel arriving at the resort shall have their temperature checked at the Jetty and follow safety procedures in public areas.
- Guest temperature shall be taken once daily.
- Any associates exiting the resort must undergo Covid-19 screening and quarantining.
- An Infection control awareness training shall be conducted for all associates prior to the resumption of operations.
- A system shall be in place to ensure infection control team has access to the most accurate and up to date information on Covid-19 provided by the Maldivian government.
- Infection Control team shall be aware of the HPA rules and regulations on inter island travel.
- Physical distancing measures, together with frequent hand hygiene and respiratory etiquette, are the main measures to prevent transmission of COVID-19.

RE - OPENING PHASE

SAFETY MEASURES AGAINST COVID-19 SPREAD

• **PERSONAL HYGIENE ETIQUETTE**

Hand Hygiene measures shall facilitate regular thorough cleaning of hands with an alcohol-based hand rub or washing them with soap and water. It shall also remind guests and associates to avoid touching eyes, nose, and mouth. Hand disinfecting is required after exchanging objects (money, credit cards, etc.) with guests and associates.

Respiratory etiquette refers to covering the mouth and nose with bent elbow or tissue when coughing or sneezing. It also refers to the use of a face mask where necessary.

All entrances to public areas, F&B outlets, Spa, Gym, Speedboats, and other key locations identified by the IC team shall be equipped with touchless hand sanitizer dispensers.

·Additional handwashing and sanitization stations should be located at key areas for associate use (entry points, dining areas, associate accommodation, etc.).

·A system must be in place to ensure the touchless hand sanitizer dispensers always remain stocked and operational.

·All hand sanitizers and washing liquids used should be resistant to Covid-19.

·Guests are not required to wear a face mask around the island. However, guests shall be requested to use mask in crowded environments (e.g. restaurants, bars, reception) Furthermore, Disposable masks shall be made available at the shop for purchase.

·Signage shall be placed at the specified locations to ensure guests and associates are aware of hand hygiene protocols.

·Signage shall be placed at the specified locations to ensure guests and associates are aware of respiratory hygiene etiquette.

·All associates, whether working front facing or at back of the house are required to wear the designated PPE during their work shift.

·All associates must undergo training on effective handwashing techniques, respiratory hygiene etiquette and general hygiene awareness.

R E - O P E N I N G P H A S E

SAFETY MEASURES AGAINST COVID-19 SPREAD

• **SOCIAL DISTANCING**

- *Social distancing refers to measures in place to maintain a distance of at least 2m (6Ft) between each other to avoid the transmission of Covid-19.*
- *Physical distancing measures require guests and associates to avoid physical contact such as hugging and shaking hands.*
- *All associates will greet guests with a smile and our signature greeting of folded hands gesture.*
- *Physical Interactions with guests will be minimized and wherever possible directed to digital methods.*
- *Communications with guests will be digitized wherever possible using of resort app chat, QR codes for menus, and other available options.*
- *The use of cold towels will be suspended temporarily. Disposable cold towels will not be made available to keep in line with company's sustainability policy.*
- *All associates shall be trained to direct and guide guests in following physical distancing measures wherever necessary.*
- *Signage must be placed at specified locations to ensure guests and associates are aware of physical distancing measures.*
- *Operational capacity of all F&B outlets will be adjusted to allow for effective physical distancing measures without compromising on service levels. A copy of the reduced capacity per outlet and adjusted timings per outlet and associate canteen must be made available as an annex to this Manuel.*

RE - O P E N I N G P H A S E

SAFETY MEASURES AGAINST COVID-19 SPREAD

• **DISINFECTION MEASURES**

A deep cleaning, sanitation, and pest control of all areas of the resort shall be conducted prior to resumption of operations.

·Detailed cleaning protocols and schedules shall be developed by the Housekeeping and Engineering head with the guidance of IC team.

·All indoor areas such as entrances, Villas, Front office, F&B outlets, Spa, Gym, Associate accommodation, back of house areas, offices should be regularly cleaned with HPA approved disinfectants, electrostatic sprayers, and ozone generators.

·All high touch points shall be disinfected frequently and all metallic surfaces like door handles, locks, keys etc., should be wiped down with a 70 % alcohol-based disinfectant and electrostatic sprayers.

·Ensure daily cleaning and disinfecting of all common areas and surfaces.

·Clean visibly dirty surfaces before disinfecting, unless stated otherwise on the product instructions. Cleaning refers to the removal of visible dirt, grime, and impurities.

·All luggage will be disinfected upon arrival and departure.

·Empty and clean garbage cans in public areas regularly.

·Items that cannot be easily cleaned and disinfected should be removed

·Respective associates tasked with cleaning shall be briefed and trained to effectively carry out the new cleaning protocols and schedules.

RE - O P E N I N G P H A S E

IMPLEMENTED STANDARD OPERATIONAL PROCEDURES

• **PRE- ARRIVAL / POST STAY PROCEDURES**

- A mandatory digital Check-In form will be introduced, where the form shall be completed either via a response to an Email or through Tour operator communications prior to guest arrival.
- A Post Stay Email shall be sent out 14 days after guest departure to relay any new information from the resort as well as to monitor guest well-being and detect any positive cases post stay. Guest are requested to inform the resort should they test positive for Covid-19 within 14 days of departure from the resort. The resort shall subsequently inform HPA.

On Arrival at the Airport

- Guests to be advised of the government requirements on entry in the Maldives provided in the Annex.
- Guests will be received at the Airport by a representative of the resort as per usual procedures. However, the associate will always be required to maintain the safe distance of 2 meter (6 ft) between themselves and the guests
- All Airport representatives are required to install and utilize the 'Trace Ekee' Application
- Domestic and Seaplane Transfers will comply with HPA guidelines.
- Guests will be required to wear face mask during the transfer between the airport and the resort. This also applies to any transfer guests may take during their stay.
- All transfers crew and Airport reps shall wear PPE as required by the local authorities. (Refer to Annex on PPE guidelines
- All domestic transfers will comply to the new government protocols and guidelines.
- Transfers crew and Airport reps shall carry out personal disinfecting procedure at the end of each shift

On Arrival at the Resort

- Guests' temperature will be checked upon arrival at the Jetty using a digital thermometer whilst adhering to physical distancing measures.
- Any guests with high body temperature or any other Covid-19 symptoms shall be directed to the resort clinic before being permitted to check-in.
- All other guests will be escorted directly to reception from the Jetty. Their villa keys will be sanitized using UV sanitizer toolkit, as well as individual bill folders, stationary etc.
- Whether required, Check-Out time will be adjusted to 11.00 am to allow disinfecting procedures prior to the next guest arrival.
- All Check out processes to be done digitally wherever possible. Any remaining process to be done in the villa as much as possible.

RE - OPENING PHASE

IMPLEMENTED STANDARD OPERATIONAL PROCEDURES

In Villa

·Guests villas will be left vacant for a minimum of 24 hours before the villas is allocated to new arrivals.

·Prior to guest check-in the following checks will be conducted to minimize associate movement to the villas during the guest stay:

- 1.Deep clean the entire villa including the bathroom, using ozone generators.
- 2.Check all fittings for correct operation.
- 3.Check the plumbing for correct operation.
- 4.Check the operation of AC system and clean the filter.
- 5.Disinfect all portable, high touch devices using alcohol solutions.
- 6.All surfaces and fittings will be disinfected with appropriate disinfectants.

In Villa communications to be digitized and a system shall be implemented to replace the compendium and other paper communications.

·Non-essential amenities and collateral will be removed from all villas to increase effectiveness of disinfecting procedures. These amenities will be available upon request from housekeeping.

·All the villas are designed with sufficient space in between and hence act as an added measure of distancing between guests.

·Villas will continue to be cleaned daily and turn down services will continue to be provided daily as an added measure of disinfecting unless requested otherwise by the guest.

·High touch areas shall be identified, and additional sanitation electrostatic spray measures will be implemented to ensure these areas are disinfected adequately (Remote controls, Doorknobs, switches, taps)

·Villa attendants will wear mask, gloves, and washable apron.

·Villa attendant will indicate date and time of villa cleaning and disinfecting on a specific form every time the villas are cleaned and disinfected.

·Specific House Keeping protocols have been outlined and shall be followed as precautionary measures.

·House Keeping Associates shall be briefed and trained on the new House Keeping Protocol.

RE - O P E N I N G P H A S E

IMPLEMENTED STANDARD OPERATIONAL PROCEDURES

Front Office & Public Areas

- A plan to digitize communications has been implemented, where Resort app will be used as the main FO communication tool.
- Wherever possible guest will be directed to digital services.
- All associates interacting with guest and their belongings must wear appropriate PPE indicated in this document.
- Number of associates involved with receiving the guests and or escorting them to their villas and activities shall be minimized.
- 2 m (6ft) shall be maintained between the guest and associates.
- Seating areas, check in counter to be disinfected on a regular basis.
- Separate stationary and other devices shall dedicate for guest use and shall be disinfected after every use.
- Associates shall use disposable gloves When handling credit cards, cash and any documents given by guest such as passports etc.
- Villa keys shall be disinfected before placing it in the villas prior to guest arrival and after guest departure with UV disinfecting toolkit.
- The entire work equipment at the front desk shall be sanitized at the beginning and end of every shift.
- All sun lounges and any other seating setups in public areas shall be re-arranged in accordance with physical distancing guidelines and disinfected as per guideline.
- Public Pool will have reduced the number of sunbeds and umbrellas.

RE - O P E N I N G P H A S E

IMPLEMENTED STANDARD OPERATIONAL PROCEDURES

Food and Beverage

A menu review and planning shall be carried out to re-organize services to ensure infection control measures such as exclusion of self service at buffet.

*·Guests may wish to order the set menu to the Villa on a chargeable basis
·All food handlers to wear appropriate protective gear including face masks.
(Refer to Annex)*

·Restaurants shall provide menus

on plasticized menus, which will be disinfected after each table has used it. Furthermore, it will be possible to scan a QR code to read the menus at any outlet or using the Resort app.

·The number of tables at each outlet will be reduced and spaced out further to enable physical distancing.

·Surfaces of all chairs and tables to be disinfected after each use.

·Associates to wash their hands/use hand sanitizer immediately before and after handling the dining trays.

·All crockery and cutlery used to be washed with hot water after service. Larger items such as trays to be disinfected after each guest use.

·Bottling plant shall be given enhanced attention to ensure safe handling of bottles, sanitizing bottles (done by machine) and the bottling plant attendant is equipped with designated PPE.

·A training session shall be arranged for all food handlers on additional food safety measures.

·Food Safety protocols shall continue best practices as per ongoing procedures in place.

Outlets seating

-Vakaru buffet Restaurant :120 covers (normally 320)

-Reethi Grill: 36 covers (normally 55)

-Dhiavaru Bar and Restaurant: 36 covers (normally 55)

-Huvandhu Garden: 10 covers

-Catch of the Day Organic Restaurant: 10 covers

-Raalhu Café: 2 pax at the counter (normally 4), 10 seating (normally 14)

-Haruge' Main Bar: 8 at the counter (normally 16), 60 seating (normally 85)

-Nala Bar: 2 pax at the counter (normally 4), 10 seating (normally 14)

-Veyo Bar: 0

-Sunset Bar: 8 pax at the counter (normally 16), 22 seating (normally 36)

-Thari Bar: 2 pax at the counter (normally 4), 10 seating (normally 14)

-Menus from all outlets will be available via QR code scanning or through the Resort App and tablets.

RE - O P E N I N G P H A S E

IMPLEMENTED STANDARD OPERATIONAL PROCEDURES

Food Safety

- Associates handling food shall regularly wash hands. This includes (but is not limited to) before starting shift, before preparing or handling food, after handling waste.
- Follow safe food practices, such as protecting food from contamination, minimizing direct handling of food, and preventing cross-contamination of foods.
- Discard any food that may have been contaminated from coughs or sneezes.
- Clean and sanitize utensils and surfaces in the kitchen regularly using standard sanitizing solutions (e.g., chlorine). Follow the instructions on the product label.
- Increase frequency of cleaning and sanitizing of food contact surfaces and high-touch areas.
- Re arrange Kitchen workstations including cold kitchen, pastry room and hot kitchen set up where necessary.
- Wash/sanitize used dishes using regular procedures (e.g., sanitizing dishwasher) Used dishware should be washed immediately.
- Manually scrape off food from plates prior to beginning dish washing. Minimize the use of sprayers to remove food and residue.
- Regularly clean and disinfect containers used for transporting food and picking up dirty dishes.
- Clean and sanitize all dish buckets (dirty and clean) after each shift. Maintain separation between clean and dirty dishes in the dish washing area

RE - O P E N I N G P H A S E

IMPLEMENTED STANDARD OPERATIONAL PROCEDURES

Water sports and Diving

- Relevant HOD shall review all excursions and activities. Any excursions or activities which carry a risk of infection spread or require actions that does not comply with hygiene and physical distancing measures will not be performed.
- Group excursions will continue to be offered, however with capacity decreased to allow for appropriate distancing measures.
- During any group excursions, any equipment or food & beverage shall be separately offered to each individual couple/ family / group.
- All associates involved in carrying out experiences, excursions and other activities will be appropriately equipped with PPE.
- All boats and equipment used for excursions and other activities will be sanitized between each activity.
- Excursions to inhabited islands will be suspended temporarily until advised by government.
- All premises used for excursions and guest activities shall display hand hygiene, respiratory hygiene etiquette and physical distancing guidelines. Associates conducting excursions and activities, are required to follow the guidelines and display signage in English.
- Experiences that require seating setups shall be reviewed to ensure minimum 2 m (6 ft) physical distance is maintained between each separate party.
- Dive center and Water sports shall implement an appointment system to ensure physical distancing of guests and limit sessions capacities.
- Operations such as Dive Center and Water Sports shall take extra care to sanitize equipment. (i.e. Regulators shall not be mixed; wet suits and other equipment shall be sanitized individually. Refer to HPA guidelines for further measures recommended for the Dive Center)
- Guests shall be encouraged to bring their own snorkeling gear. Snorkels will be available for purchase at the resort.
- Daily register of guests using facilities such as the Dive Center, Gym or group excursions shall be maintained to facilitate contact tracing, if required.

RE - O P E N I N G P H A S E

IMPLEMENTED STANDARD OPERATIONAL PROCEDURES

Spa & Sport complex

At the Spa:

- Spa managers shall review the spa menu and suspend or adapt treatments where necessary for added caution.
- Spa bookings shall be made in advance and guests will be provided with a digital consultation form to be completed and returned prior to appointment. The form shall screen guests for Covid-19 symptoms. (Additional screening shall also be done at through the pre-arrival check in form).
- Body temperature of guests shall be taken prior to treatment.
- A capacity limit of guests shall be maintained and displayed at the spa premise.
- Spa treatment rooms shall be kept vacant and ventilated for a minimum of 20 min. before next treatment.
- Spa therapists shall work in staggered shifts and avoid contact with each other to maximize physical distancing. Additional attention shall be given to ensure Spa therapists are continuously screened for body temperature and any other symptoms.
- Spa therapists must apply disinfectant spray on surfaces after preparing the room, prior to treatments as well as immediately after each treatment.
- Spa therapist must wash and disinfect hands immediately before and after treatment.
- After each treatment, treatment room shall be cleaned, and disinfected as per set disinfectant guidelines.

At the Sport Complex:

- Sanitize all the equipment and surfaces after each guest's use, this includes gym equipment, doors, armrests, handles etc.
- Surface disinfecting shall be carried out every hour and/or after each use. Proper ventilation should be maintained.
- Equipment shall be rearranged to ensure safe distance of 2 meter (6 ft) is available between each equipment. Alternative arrangements to monitor physical distancing shall be in place should the property not be able to arrange equipment accordingly.
- The Gym capacity will be limited, and guests informed accordingly.
- Daily register maintained to facilitate contact tracing if required.
- Yoga and other fitness classes will be held in open areas and will have a maximum of 6 guests at a time to ensure safe distance is maintained.

RE - O P E N I N G P H A S E

IMPLEMENTED STANDARD OPERATIONAL PROCEDURES

Staff & Staff Area

- Associates shall be provided with adequate supplies of PPE for each respective job requirement. (Refer to Annex)
- All associates shall be screened daily for any symptoms of Covid-19 prior. Daily temperature shall be taken and recorded by a medical personal on the resort. A system for this shall be set up by the Infection Control team.
- All associates arriving in the resort from islands not under monitoring or without reported cases will anyway undergo to the quarantine procedure, following to a Covid-19 test.
- Associates arriving from abroad, Male, or local islands shall be subjected to a 14 days quarantine period in the resort prior to reporting to work. A PCR test will be conducted to each associate.
- Associates shall be allowed to exit resort in-line with national guidelines as recommended by HPA .
- Third party musicians, entertainers and artists will be temporary suspended.
- Associate movement shall be minimized (i.e. days off / short leaves to be avoided as much as possible to avoid any infection spread).
- Visual information on how to undertake general cleaning and disinfecting protocols for all aspects of operations shall be displayed in each department.
- Associate cafeteria to be rearranged as per physical distancing requirements, timings adapted and shifts staggered to avoid crowding of the cafeteria.
- Associate Kitchen and service team to frequently sanitize all the used cutlery and crockery after every use.
- HR shall implement measures to ensure appropriate physical distancing measures are facilitated within associate accommodation facilities. This shall include a plan of how associates are accommodated such as assigning associate beds in accommodation units per department and limit sharing capacity to maximum 4 per room.
- HR shall implement enhanced measures of general hygiene within the associate accommodation premises.

RE - O P E N I N G P H A S E

IMPLEMENTED STANDARD OPERATIONAL PROCEDURES

House Keeping- During guest stay

- A time schedule shall be done for daily villa service, cleaning, and disinfecting. Staff will enter in the room only when guests are out.*
- Housekeeping associates must always practice diligent hand hygiene during their shift.*
- Housekeeping associates must enter guests' villas wearing the appropriate PPE provided in this guideline.*
- Disposable gloves must be changed between villas and disposed safely.*
- Occupied Guest Villas shall be cleaned daily unless otherwise requested by guests.*
- Ensure that an adequate supply of clean towels, toilet paper, plain hand soap and shampoo is available prior to guests entering their villas.*
- Advise guests to tie laundry and leave it inside or outside their door for collection.*
- Bedding and linen shall be handled with care to avoid contact and soiled linen shall be bagged immediately after removal.*
- Towels shall be bagged immediately after removal.*
- All bathroom surfaces must be thoroughly disinfected.*
- House Keeping Trolleys / HK wheel barrels shall be disinfected after each shift.*
- Rooms to be daily ventilated before the cleaning procedure*

RE - O P E N I N G P H A S E

IMPLEMENTED STANDARD OPERATIONAL PROCEDURES

House Keeping- Post guest stay

- All guest villas must be fully cleaned and disinfected after every use. Ensure associates do NOT enter guest villas until authorized.
- To allow for adequate air exchange within villas, associates should wait one (1) hour after a guest has left the room before entering for housekeeping.
- Villa attendants must practice diligent hand hygiene before entering and after leaving each guest room.
- Ensure a new pair of gloves is used for each guest room.
- Proper hand hygiene must be performed after removing gloves.
- In addition to the required PPE, associates should continue to use any additional designated PPE required for the regular hazards encountered through their normal course of work (e.g., handling chemicals).
- Ensure containers used for cleaning solutions and Disinfectants are clean. Immediately discard paper towels and disposable wipes after use.
- Complete thorough deep cleaning and disinfecting of all hard surfaces. Special attention should be given to frequently touched items such as toilets, sinks, faucets, doorknobs, light switches, telephones, remote controls, bar fridges and garbage cans.
- Remove all linen (e.g., sheets and towels). Take all dirty linens and towels directly to the laundry. Soiled linen should be bagged immediately after removal.
- Empty all garbage containers.
- Discard all items left in the room by guests.
- Discard all single-use items and remnants, even if they seem unused or untouched. This includes, but is not limited to, toilet paper, soap, shampoo, toothpaste, and sugar packets.
- Remove all reusable glassware and dishes from the room, including all dishes that appear untouched or unused. Take all items directly to the kitchen area for dish washing.

RE - O P E N I N G P H A S E

IMPLEMENTED STANDARD OPERATIONAL PROCEDURES

Laundry & Storage

- Bag soiled linens in each room separately to prevent contamination. These sealed bags shall be thoroughly sprayed with disinfectant solution.*
- Disinfectant shall be used during washing.*
- Wear disposable gloves when handling dirty laundry and discard after each use. Wash hands immediately after gloves are removed. Wash hands immediately after gloves are removed.*
- Guests personal laundry shall be conducted separately for each room as per MOT guidelines.*
- Do NOT shake dirty laundry. This minimizes the possibility of dispersing the virus through the air.*
- Place dirty laundry directly into a linen bag without sorting. Do not overfill bags.*
- Clean and disinfect clothes hampers according to manufacturer's guidance. Consider using a liner that can be laundered.*
- Clean and sanitize the front loading area of washing machines frequently. Linings to be inserted into existing soiled linen baskets.*
- Soiled linen receiving area shall be disinfected daily and entire laundry to be disinfected at the end of each laundry operation.*

RE - O P E N I N G P H A S E

IMPLEMENTED STANDARD OPERATIONAL PROCEDURES

Technical & Maintenance services

- *Water disinfecting and Pool quality*
- *Water quality of the pool as well as the water plant production shall be checked twice daily and maintained at -1.0 – 1.5 ppm always. Readings will be recorded regularly and signed by responsible supervisor.*
- *Pool filters to be kept in operation to ensure turn over time does not to exceed more than 6 hours.*
- *Ensure pool filters are back washed to ensure proper filtration.*
- *Pool attendant should wear gloves and mask and necessary PPE equipment during cleaning.*
- *Dish washing and laundry equipment - The proper functioning of the dish washing and laundry equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.*
- *Air-conditioning - Although COVID-19 is not transmitted by air but from person to person through small droplets from the nose or mouth when an infected person coughs or exhales, attention should be given, as in normal circumstances, to monitoring the condition of filters and maintaining the proper replacement rate of indoor air. The proper functioning of ventilation, air exchange, and de-humidification equipment of covered pools should be checked.*
- *Dispensers - Regular checks should be carried out to ensure the proper functioning of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices. Defective units should be rapidly repaired or replaced*

RE - O P E N I N G P H A S E

IMPLEMENTED STANDARD OPERATIONAL PROCEDURES

Procurement

- Procurement department shall map suppliers and service providers such as Fuel delivery and identifying those known to be in high-risk locations, to understand the extent of the potential problem.
- Ensure all supply crew starting from those handling the supplies from Male' to the resort, including transport crew handle the supplies safely, wear the designated PPE and conduct all hand and respiratory hygiene measures.
- Special consideration shall be given to how the supplies from Male' are handled from the point of purchase to loading on to transport as this is identified as a high-risk area.
- The transport Dhoni or any other vessel shall be disinfected before and after carrying supplies.
- Procurement shall analyze which items being sourced are likely to be delayed or impacted and planning for worst-case scenarios.
- Accelerating the introduction of alternative suppliers. Increasing safety stock levels.
- Ensure establishment of constant supply of soap and hand sanitizer dispensers and other similar devices as indicated under the infection control procedures.
- Prioritizing the sourcing of protective equipment for employees, such as masks. Proper cleaning procedures for items being procured and received
- Quarantine & date tag receivable goods before you take them inside the store.
- All supplies need to be fully sanitized or washed before entering the stores and refrigerators.
- Ensure area is sanitized at regular interval.
- Ensure that the floor surface of the goods receiving area is impervious and easily washable. Any cracks or damaged areas must be attended to and sealed.
- Ensure that the receiving area is washed, cleaned, and disinfected after every single delivery.
- Provide a facility for disinfecting fruits and vegetables received before they are taken into the stores (Cl₂ solution of 1.5 ppm may be used).
- Ensure that dry goods are brought in covered as far as practically possible.
- Ensure that fish and meat products are brought covered as far as practically possible.
- Arrange for fish and meat products to be disinfected before been taken into the storage. (Cl₂ solution of 1.5 ppm may be used)

RE - O P E N I N G P H A S E

IMPLEMENTED STANDARD OPERATIONAL PROCEDURES

Waste Management

- Wherever possible, waste should be handled by a designated person or small, designated team.
- Separate bins shall be provided for disposal of gloves, masks and other PPE items where frequently required.
- PPE items which have been disposed of shall be double bagged and the bags sprayed with disinfectant before handling.
- Incineration of waste PPE shall be ensured or any arrangements shall be made for safe handling of potentially infected waste.
- Associates should wear disposable gloves to remove waste from guest villas and common areas.
- Ensure associates remove gloves and perform hand hygiene immediately after handling and disposing of waste.
- All bags should be securely closed and immediately placed in the main disposal bin for the facility.
- Waste holding area should have a separate place allocated for infectious waste until they can be disposed by incineration.
- If facility for incineration is not operational, infectious waste could be kept sealed for 3 days. There after they can be disposed along with other normal waste.
- Waste can be considered non-infectious for COVID-19 after a period of 3 days.
- Associates shall be trained in safe handling of waste.

ANNEX 1

INCIDENT PROCEDURE AND GUIDELINE

Reethi Faru Resort have established a Crisis Management Team responsible for handling any suspected cases and related scenarios. The Crisis Management Team will ensure that all associates are trained to follow the below procedures.

Identification

- All associates and guests will be monitored daily for symptoms and their temperatures recorded.
- Any associates or guests presenting flu-like symptoms shall be immediately reported to the medical officer on site and isolated with immediate effect.
- If an associate or guest has to be examined for a respiratory complaint or fever (suspected Covid-19), it is preferable for the doctor or medical officer to examine the guest or associate in their own room instead of the clinic.
- Any suspected cases will be immediately be reported to the Ministry of Tourism and Health Protection Agency.
- Health authorities should take a sample from the symptomatic case while utilizing appropriate PPE. prior to arrival.

***Absence of fever does NOT exclude viral infection.**

Suspected Case Definition

If the patient fits criteria A, B or C given below, he/she is a suspected case of Covid-19 infection:

A. Patient with acute respiratory illness (fever* and at least one sign/symptom of respiratory disease (e.g. cough, shortness of breath),

AND

A history of travel to or residence in a location reporting community transmission of COVID-19 disease during the 14 days prior to symptom onset.

OR

B. Patient with any acute respiratory illness

AND having been in contact with a confirmed or probable Covid-19 case in the last 14 days prior to onset of symptoms

OR

C. A patient with SARI

AND no other etiology that fully explains the clinical presentation SARI is defined as an acute respiratory infection (ARI) with history of fever* or measured temperature $\geq 38^{\circ}\text{C}$ and cough; with onset within last 14 days and requiring admission to hospital.

***Absence of fever does NOT exclude viral infection.**

ANNEX 1

ISOLATION AND QUARANTINE OF GUESTS AND ASSOCIATES

Our policy is that a confirmed case of Covid-19 will not be isolated on the resort. As such any suspected cases, shall be immediately reported to HPA and tested for Covid-19. Should the test result be positive, arrangements shall be made to transfer the person to a facility assigned by HPA. Any costs involved such as transfer and accommodation at the government designated facility shall be arranged by the guest through their health insurance or other means.

The individual shall remain in isolation until he or she is transferred to the designated facility and the following protocols shall be followed:

-Restrictions shall be placed by management on anyone entering the room during this period.

-Entry into the room shall be strictly restricted. If entry is essential, full PPE (inclusive of gowns, boots, caps, gloves, mask, and face shield) shall be worn by the person entering and strictly minimal number of persons shall enter the room.

-Meals and other necessitates shall be served directly to the room during this period and handover outside the door.

-Utensils and other personal items shall be separated and a mechanism in place for laundry and waste disposal.

-Mask should be used by the individual in isolation and others if there is any contact within 6 feet.

-Before entering to clean a room of a suspected case, the doors and windows shall be kept open for a minimum of 1 hour for proper ventilation.

-If the isolated individual is older than 60 or has severe co-morbid condition, a care giver could stay with the individual. The care giver shall use masks and ensure proper hand hygiene.

ANNEX 1

ISOLATION AND QUARANTINE OF GUESTS AND ASSOCIATES

For associates quarantined at the resort

- A specific block of staff rooms will be dedicated for quarantine.*
- The individual's condition shall be assessed daily, and temperature taken twice daily. This could be done over a phone call.*
- If entry into the room is essential by medical officer, they should wear appropriate PPE.*
- Mask should be used by the individual in isolation and others if there is any contact within 3 feet.*
- Utensils and other personal items shall be separated and a mechanism in place for laundry and waste disposal.*
- Meals and other necessitates shall be served directly to the room during this period and handover outside the door.*
- If the quarantined individual is older than 60 or has severe co-morbid condition, a care giver could stay with the individual. The care giver shall use masks and ensure proper hand hygiene and maintain physical distance. The Care giver shall be given full information on the risk of acquiring Covid-19 and should understand the risk of the disease.*

Disinfection during Isolation or Quarantine

- Linen changes shall be restricted during this period. If the duration of isolation is longer than 3 days, fresh linen can be provided, however, restrictions will be placed on staff entering the room to change linen.*
- Laundry of towels and other fabrics shall comply with disinfection guidelines as indicated in these guidelines.*
- Food service cutlery, crockery, and trays shall be handled with gloves and disinfected prior to be taken back into the kitchen.*
- The isolation room will be disinfected as per the guidelines in this document once the guest has been transferred out of the resort*

ANNEX 2

LIST OF TRAINING

Training on Infection Control

- Hand & Respiratory Hygiene etiquette
- Physical distancing Measures
- General disinfecting Measures
- Trained to identify and report guests displaying symptoms of Covid-19
- First Aid, and basic life support Training

Food safety & Hygiene

*Kitchen and store associates should be trained on how to handle food in the kitchen during storage and preparation
How to safely dispose food and related waste*

Pandemic preparation & Incident Procedure

- Training should be given to ensure all associates are briefed on pandemic preparedness and the incident procedures in place
- Briefed on reporting line for rapid response in case of an outbreak
- 80% of associates shall be trained in first aid

Housekeeping

- Trained on new disinfecting procedures and schedules.
- Briefed on product usage.
- Briefed on Villa attending procedures
- Disinfectant protocols

Personal Protective Equipment (PPE)

- All associates should be trained on how to use personal protective equipment (PPE) properly.
- All associate should know what PPE they should be using for each setting and context such as masks and gloves.
- All associates should be trained on maintenance and safe disposal of PPE

Digital Communication

- All relevant associates to be trained on digital communications

ANNEX 3

LIST OF COMMUNICATION

Public Communications

- Summarized version of the Covid-19 response policies and procedures in an easily understandable graphic format
- Covid-19 response summary to be circulated to all Tour Operators, other partners and published on brand website as well Social Media platforms

Guest Information & Guest Area signage

- Pre-arrival information kit.
- Signage of Hand hygiene protocol will be displayed in English.
- Signage – tent card indicating Villa cleaning & disinfecting.
- Physical distancing signage in English.

Associates

- Training should be given to ensure all associates are briefed on pandemic preparedness and the incident procedures in place.
- Briefed on reporting line for rapid response in case of an outbreak.

Housekeeping

- Visual handbook to accompany training of the protocols & procedures. It shall be digital and available for all associates.
- Visual information posters of Infection Control procedures such as hand hygiene and respiratory hygiene etiquette shall be displayed on associate notice boards.
- Visual information posters of physical distancing measures shall be displayed on associate notice boards.

ANNEX 4

LIST OF INFECTION CONTROL SUPPLIES AND POSTERS

Essentials

- Disposable face masks
- Reusable Aprons
- Disposable Gloves
- Reusable masks (Made in house)
- Face shields

Disinfecting Material

- Surface / Laundry disinfectants - source through existing supplier
- Touch less Hand Sanitizer Dispenser & refill
- Pocket Size Hand Sanitizers
- Alcohol wipes for general cleaning

Innovative Disinfectants & Digitization

- Ultraviolet Disinfecting toolkit
- Ozone generators
- Electrostatic disinfectant Spray
- Digital Thermometers
- Resort app
- Online check in

Infection Control Posters

- Hand and Respiratory Hygiene etiquette and Posters
- Physical Distancing posters

A N N E X 4

CLEANING SCHEDULES

Public Restrooms/Showers

Public area attendants will carry out the cleaning every hour. (includes Reception, Bar and Spa.)

Restaurant:

- Disinfecting the whole restaurant will be performed three times a day (Morning, Afternoon & Evening)*
- Restaurant tables and all private dining setups will be disinfected after every service session,*
- Breakfast, Lunch and Dinner: The service team will be frequently cleaning the tabletops and chairs on demand basis using the spray surface disinfectant provided to them.*

Bar tables:

- Will be cleaned on demand basis but using the same chemicals and disinfecting the whole bar including the storage areas and service areas will be performed before opening for service and after closing*

Reception:

- Counter will be disinfected twice a day, early in the morning and in mid-night.*
- The lobby attendants will be focusing on cleaning/disinfecting the tables and chairs as well as other areas which are frequently used by the guests and associates as soon after every guest use.*

Guest villas:

- Will be cleaned twice a day unless otherwise recommended. The villas will be disinfected before every guest arrival and after every guest departure.*
- The villa attendants will perform the daily cleaning and will be disinfecting all the high touch points using the appropriate product to be used on the surfaces.*
- Sunbeds will be disinfected after the guest departure unless the villa move is required*

Laundry:

- Will go through disinfecting twice a day (morning before operation starts and evening after closing)*

Kitchens:

- will be disinfected twice a day (Morning before service begins and evening after closing)*

Spa, Sport complex, Gym:

- Treatment rooms and gym will be disinfected after each use*

GOVERNMENT GUIDELINE FOR TOURIST ENTRY

TRAVEL ADVISOR

Source: **Ministry of Health and Ministry of Tourism Guideline**

<https://covid19.health.gov.mv/wp-content/uploads/2020/08/Public-health-interventions-to-reduce-the-risk-of-transmission-of-COVID-19-in-the-tourism-sector-Version-3.pdf>

- *Effective from 10th September 2020, all tourists are required to have certificate of negative pre-entry PCR test result for COVID 19, issued no more than 72 hours prior to departure to Maldives, counting from the first port of embarkation en route to the Maldives.*
- *The negative PCR test has to be submitted to Maldives Immigration via IMUGA (imuga.immigration.gov.mv), while filling the Traveler Health Declaration.*
- *Tourist should inform in advance the resort regarding the requirement for COVID 19 testing to have adequate time to arrange the testing to the closest medical facility.*
- *Split stay are permitted between resorts that meet all compulsory requirements under the split stay guideline. for more information please refer to: <https://visitmaldives.s3.amazonaws.com/2ywDBLqN/z1jfb8do.pdf>*
- *Tourists must provide emergency contact information during the visa issuance process.*
- *Travelers are required to submit an online health declaration form 24-hours before traveling to and from Maldives. Travelers can fill and submit their health declarations via Immigration's online portal 'Imuga' at: **<https://imuga.immigration.gov.mv/>***
- *Tourists who have a history of contact with a confirmed case of COVID 19 within the past 14 days should not travel to Maldives.*
- *Temperature checks and screening measures will be carried out at the first point of entry. 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. In the case of a Positive PCR test, Reethifaruu Resort will require the tourist and the close contacts to be accommodated to a government run medical facility at their own costs.*
- *If the result of the PCR test is negative the symptomatic tourist will be allowed to reach the resort, but he will be requested to observe physical distancing measures and avoid public gathering areas until 48 hours after resolution of the symptoms.*

GOVERNMENT GUIDELINE FOR TOURIST ENTRY

TRAVEL ADVISOR

- *For those declaring a history of contact with a confirmed case of COVID 19, if PCR test is positive, they will be required to quarantine for 14 days to a government run medical facility. If PCR test is negative tourist can be quarantine at the resort counting 14 days from the date of last exposure.*
- *if asymptomatic and final PCR test is negative, they can be released by quarantine. if symptomatic or tested PCR positive we will follow the internal resort safety policy and the guidelines given by HPA according with the case.*
- *Travel Insurance is Mandatory.*
- *Pre-arrival online check in procedure will be provided prior to arrival through our IDS system.*
- *A Post Stay Email shall be sent out 14 days after guest departure to relay any new information from the resort as well as to monitor guest well-being and detect any positive cases post stay. Guest are requested to inform the resort should they test positive for COVID 19 within 14 days of departure from the resort.*
- *Tourists are required to observe hygiene etiquette rules within the Resort public areas.*
- *Downloading the Resort Application – REETHI FARU RESORT – for contact less service during your stay is encouraged.*
- *Downloading the government tracing app “TraceEkee” is encouraged.*

Snorkelling Zone

Entry/Exit For Snorkelling

No Snorkelling zone

Emergency Assembly Point

REETHI FARU RESORT

RAA ATOLL • MALDIVES



1 Arrival Jetty

2 Reception

3 The Harugé (Main Bar)

4 Vakaru (Main Restaurant)

5 Nala Bar (Eastside Bar)

6 Dhiyavaru (Fine Dining Over the Ocean)

7 Huvandhu Garden (Speciality Private Dining)

8 Veyo Bar & Raalhu Café

9 Arrival Jetty (Weather Dependent)

10 SupplyJetty

11 Sunset Bar

12 Reethi Grill (À La Carte Fine Dining)

13 Thari Bar

14 Catch Of The Day (Seasonal)

15 Souvenir Shop

16 Marine Center

17 Clinic

18 Spa & Boutique

19 Library

20 Reethi Garden

21 Water Sports

22 Dive Center

23 Tennis Court

24 Sports Complex

25 Pool & Gym