

Resplendent



Health & Safety Protocol

Ver 2.0 20 May 2020



Introduction

Resplendent Ceylon prides itself in being the pioneer of small luxury experiential travel in Sri Lanka. As a distinguished member of Relais & Châteaux, we are the benchmark for small luxury travel in Sri Lanka and provide unparalleled guest experiences to discerning travelers from across the globe. Our expertise in paying attention to detail is now more critical than ever.

This manual serves as a guide to closely monitor and manage stringent health and safety measures. Contents will be updated to reflect any new information relevant to mitigating risk. All Resplendent Ceylon Ambassadors are required to complete mandatory training in relevant practical settings.

Each resort and head office Health & Safety committee, headed by relevant General Manager/Director will be responsible for monitoring and consistently reinforcing health and safety standards.

The health and safety of our guests, teams, families and respective communities depend on the strict adherence to this guide, following established best practices along with rational and considerate thought.

Maheesha Ratnayake, Chief Operating Officer



Interim Measures

In addition to the content in this guide, the following measures are applicable until further notice:

1. Third party drivers and chauffeur guides will not be permitted beyond the reception area.
2. Accommodation for third party drivers and chauffeur guides must be arranged externally and not at resort.
3. Childminding will only be provided as an in-room/villa service, based on availability.
4. External guests (without room reservations) will only be entertained at the discretion of the general manager after a risk assessment.
5. Guests can and will be advised on selection of third-party excursions to help ensure safety.

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Background

The Coronavirus COVID-19 pandemic is the defining global health crisis of our time and the greatest challenge we have faced since World War Two. Since its emergence in Asia late last year, the virus has spread to every continent except Antarctica. Hotels and tourism accommodation establishments are the places where guests stay temporarily in close cohabitation and where there is a high degree of interaction among guests and workers and, therefore, require specific attention.

COVID-19 is much more than a health crisis. We are in uncharted territory. Dozens of the world's greatest cities are deserted as people stay indoors. This situation can be minimized by focusing on the below approaches:

- Public health measures, such as rapid identification
- Diagnosis and management of the cases
- Identification and follow up of the contacts
- Infection prevention and control in health care settings
- Implementation of health measures for travelers
- Awareness-raising in the population and risk communication

World Health Organization



Symptoms

Most Common Symptoms



Fever



Fatigue



Dry Cough

Some patients may also have:



Aches and pains



Runny nose



Sore throat

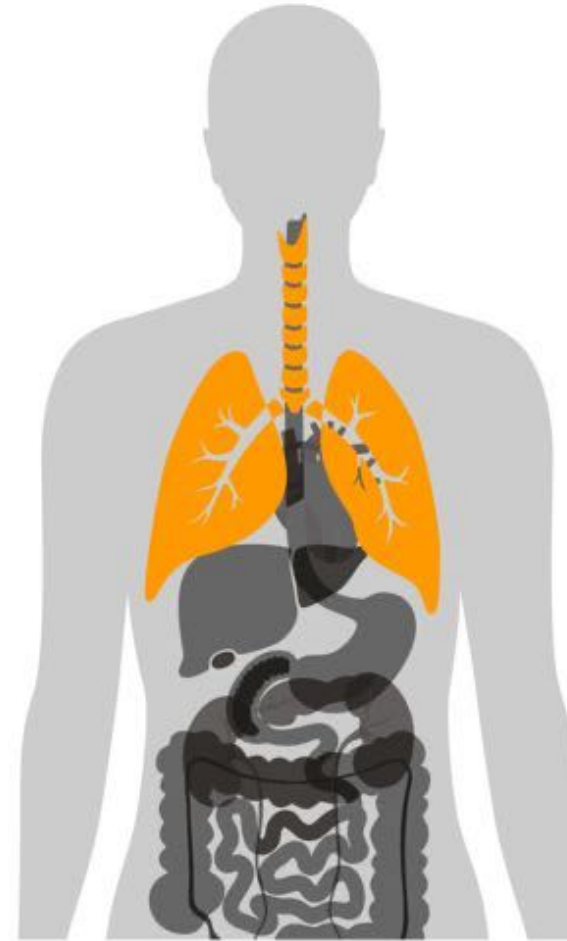


Shortness of breath



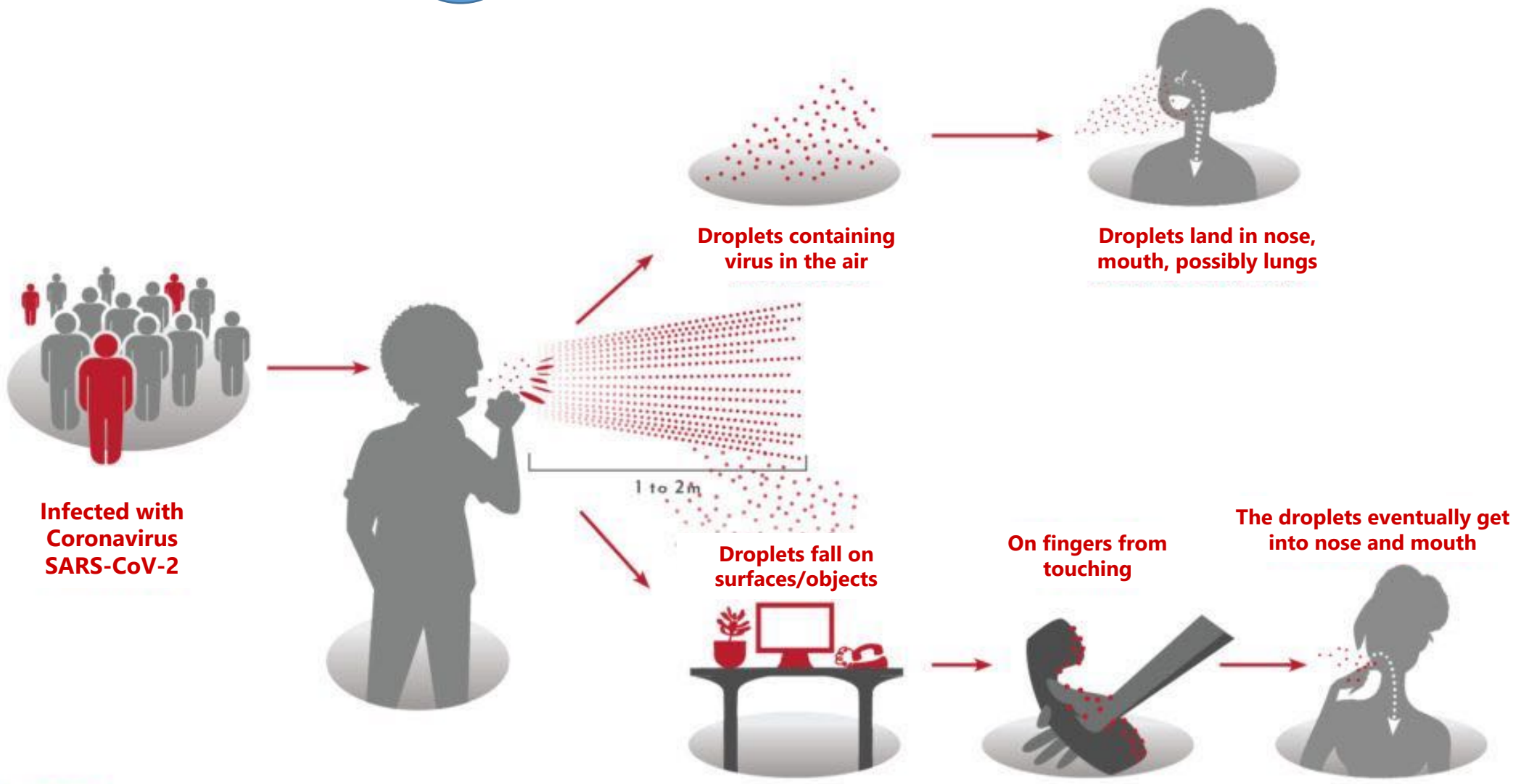
Diarrhoea

In critical cases, COVID-19 can cause severe pneumonia or a multiple-organ failure and can lead to death.



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Transmission



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COVID-19 Prevention Tips



WASH

Wash your hands with soap frequently for at least 20 seconds. Use sanitizer.



COVER

Use tissues when you cough or sneeze and dispose of them immediately, use elbow if a tissue is not available. Wear face masks always.



AVOID

Do not touch surfaces and then your mouth, eyes or nose.



DISTANCE

Practice social distancing by not shaking hands, hugging, etc.



ISOLATE

Stay home if you become ill and prevent the spread of the illness

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STAFF ENTRANCE

Control points & procedures

	WHAT	WHO	HOW	WHY
PROCESS 1	Use of hand sanitizer & face mask	All ambassadors/ security OIC	<ul style="list-style-type: none"> • Use peddle operated hand sanitizer dispenser • Keep wearing face mask worn from home or accommodation 	To maintain personal hygiene & limit cross contamination
PROCESS 2	Screening	Security OIC	<ul style="list-style-type: none"> • Check temperature • Check respiratory symptoms • Maintain log book 	Identify symptoms (cold, cough or difficulty breathing) If suspicious, refer Standard 40
PROCESS 3	Personal baggage sanitization	Security officer	Spraying sanitizer over surfaces	To limit cross contamination
PROCESS 4	Hand sanitization after clock-in	Security OIC / officer	Using peddle sanitizer dispenser	To limit cross contamination & ensure personal safety



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STAFF DECONTAMINATION PRE-DUTY

Areas, standards & etiquette

	WHAT	WHO	HOW	WHY
PROCESS 1	Removal of personal clothes	All ambassadors	<ul style="list-style-type: none"> Personal clothes must be removed in front of the locker. Mandatory storage in designated locker 	In order to avoid cross contamination
PROCESS 2	Shower properly	All ambassadors	Shower using foam or soap provided.	To maintain personal hygiene
PROCESS 3	Use of hand sanitizer	All ambassadors	Using peddle dispenser	To maintain personal hygiene
PROCESS 4	Use of PPE	All ambassadors	<ul style="list-style-type: none"> Wear masks, gloves goggles, helmets and full body overall in relevance to your job role. Refer Standard 55 	To limit risk of exposure and cross contamination



STAFF CHANGING ROOMS & LOCKER ROOMS

Areas, standards & etiquette

	WHAT	WHO	HOW	WHY
PROCESS 1	Wash down shower areas, toilets	HR housekeeping attendants	<ul style="list-style-type: none"> • Before every main shift defined by GM • Checklists to be maintained 	To ensure clean environment
PROCESS 2	Floor cleaning & sanitizing	HR housekeeping attendants	<ul style="list-style-type: none"> • Clean, dry & sanitize with appropriate chemicals • Clean every 3 hours as per work schedule 	To ensure clean & hygienic environment
PROCESS 3	Sanitize benches & surface touch points	HR housekeeping attendants	<ul style="list-style-type: none"> • Spraying of sanitizer on all surfaces • Sanitize every 3 hours as per work schedule 	To ensure clean & hygienic environment
PROCESS 4	Clean waste bins	HR housekeeping attendants	<ul style="list-style-type: none"> • Replace new disposable garbage bags • Clean & sanitize every 3 hours 	To limit risk of potentially contaminated object contaminating another surface

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STAFF DECONTAMINATION POST-DUTY

Areas, standards & etiquette

	WHAT	WHO	HOW	WHY
PROCESS 1	Use of hand sanitizer	All ambassadors	Using peddle dispenser at entrance and exit of locker room area	To limit cross contamination
PROCESS 2	Removal of uniforms/ mask	All ambassadors	<ul style="list-style-type: none"> Place uniforms in lidded soil bins Handover reusable PPE to laundry in designated bins 	To dispose safely
PROCESS 3	Shower properly	All ambassadors	Shower using provided foam or soap	To maintain personal hygiene
PROCESS 4	Use of hand sanitizer	All ambassadors	Using peddle hand sanitizer dispenser at exit	To maintain personal hygiene

GUEST ARRIVAL/RECEPTION

Control points & procedures

	WHAT	WHO	HOW	WHY
PROCESS 1	Check reservation	FO manager/ security manager	Property management system (PMS)	To allow only guests with a reservation to enter the property
PROCESS 2	Check registration with authorities	FO manager/ security manager	Proof of registration with relevant health/immigration authorities for foreign guests.	To comply with local regulations & assist in traceability of all guests
PROCESS 3	Guest screening	FO team/ GRE	<ul style="list-style-type: none"> • Temperature check • Check respiratory symptoms • Fill guest questionnaire • If suspicious, refer Std 39 	To identify at-risk guests & ensure safety of all guests & ambassadors
PROCESS 4	Offer hand sanitizer	FO team/ manager	Provide guest with personal hand sanitizer	To limit cross contamination



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GUEST ARRIVAL/RECEPTION

Control points and procedures

	WHAT	WHO	HOW	WHY
PROCESS 5	Sanitize baggage	FOM/FO team	Use disinfectant spray across baggage surfaces	To limit cross contamination
PROCESS 6	Collect documents & payment	FO team/ manager	<ul style="list-style-type: none"> Using gloves & disinfect documents using UV light Cash & credit card handling Standard 19 	To limit cross contamination



DELIVERIES & SERVICE PROVIDERS

Third party visitor management

	WHAT	WHO	HOW	WHY
PROCESS 1	Contractors/ third party visitors screening. Providing PPE	Security OIC	<ul style="list-style-type: none"> • Check temperature • Check respiratory symptom • Record details 	To ensure safety of all our ambassadors
PROCESS 2	Registration, Collecting IDs, providing hotel badge	Security OIC	<ul style="list-style-type: none"> • Maintaining details in security log book • Use gloves when handling IDs etc 	Record references for future
PROCESS 3	Sanitizing all equipment (tools, deliveries etc.)	Security OIC	Spray sanitizer on the surface of all equipment	To limit cross contamination
PROCESS 4	Contractors using resort equipment while working	Engineering supervisor	Spray sanitizer on the surface of all equipment before & after usage	To limit cross contamination

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GOODS RECEIVING

Item sanitization & restrictions

	WHAT	WHO	HOW	WHY
PROCESS 1	Supplier screening	Security OIC	<ul style="list-style-type: none"> • Check temperature • Check respiratory symptoms • Record details 	To ensure safety of all our ambassadors
PROCESS 2	Usage of disposable gloves	Goods receiver	<ul style="list-style-type: none"> • Put on gloves before handling any items • Dispose the gloves to a lidded bin after using 	To limit contamination
PROCESS 3	Restrict supplier movement	Goods receiver/security OIC	Defining restricted area for supplier	To safeguard staff and guest areas from potential contamination
PROCESS 4	Sanitizing goods	Goods receiver	<ul style="list-style-type: none"> • Using tablets for perishable items • Spray on boxes, packages & bottles 	To limit contamination

RESTAURANTS & BARS- ALL AREAS

High traffic critical point management

	WHAT	WHO	HOW	WHY
PROCESS 1	Greeting guests	F&B ambassadors	Authentic "Ayubowan"	To ensure safety of guests & ambassadors
PROCESS 2	Maintain social distancing	F&B ambassadors/ restaurant executive	<ul style="list-style-type: none"> Always maintain distance of 1 metre Refer Standard 4 	To minimize potential risk of contamination & spread
PROCESS 3	Cleaning furniture & fixtures	F&B ambassadors	Clean & sanitize tables, workstations, chairs & equipment at the end of each dining experience	To limit cross contamination & maintain hygiene standards
PROCESS 4	Bill settlement	F&B ambassadors	Sanitize bill folders & pens after each use & place in sanitized basket	To limit cross contamination



RESTAURANTS & BARS – SOCIAL DISTANCING

High traffic critical point management

	WHAT	WHO	HOW	WHY
PROCESS 1	Restaurant and bar seating distance	F&B team	Allow a minimum space of 3 metres between all tables	To ensure social distancing is maintained to minimise cross exposure
PROCESS 2	Bar counter seating plan	F&B team	Bar front seating not allowed. Remove all high bar chairs.	To ensure social distancing is maintained to minimise cross exposure

RESTAURANTS & BARS - MENUS

High traffic critical point management

	WHAT	WHO	HOW	WHY
PROCESS 1	Sanitizing menus	F&B Ambassadors	Sanitize menu holder and laminated paper after each use & store in sanitized menu basket	To minimize potential risk of contamination/spread
PROCESS 2	Presenting menus	F&B Ambassadors	<ul style="list-style-type: none"> • Use gloves when placing on a sanitized tray • Ask guest to collect menu from tray 	To minimize potential risk of contamination & spread
PROCESS 3	Taking back menus from guest	F&B Ambassadors	<ul style="list-style-type: none"> • Ask guest to place menu on tray • Remove to sanitizing area & follow process 1 	To minimize potential risk of contamination & spread

RESTAURANTS & BARS - LINEN

High traffic critical point management

	WHAT	WHO	HOW	WHY
PROCESS 1	Collecting washed linen	Laundry supervisor/ F&B executive	<ul style="list-style-type: none"> • Keep mask on • Wear gloves • Use fresh "sanitized" hamper from laundry 	To maintain hygiene
PROCESS 2	Soiled linen	Laundry supervisor/ F&B executive	<ul style="list-style-type: none"> • Use gloves and mask • Place in 'dirty' linen bag • Hand over to laundry • Self sanitize 	To limit cross contamination & maintain hygiene
PROCESS 3	Placing linen on table	F&B Ambassadors	<ul style="list-style-type: none"> • Keep mask on • Use fresh gloves 	To limit cross contamination & maintain hygiene



RESTAURANTS & BARS – CUTLERY, CROCKERY, GLASSWARE

High traffic critical point management

	WHAT	WHO	HOW	WHY
PROCESS 1	Cleaning / sanitizing cutlery	Assigned F&B ambassador	<ul style="list-style-type: none"> Dishwasher at 80C Wear gloves & mask Wipe using water and lemon after. 	To limit cross contamination & establish correct dining room practices
PROCESS 2	Cleaning / sanitizing crockery	Assigned F&B ambassador	<ul style="list-style-type: none"> Dishwasher at 80C Wear gloves & mask Wipe with sanitized cloth 	To limit cross contamination & establish correct dining room practices
PROCESS 3	Cleaning / sanitizing glassware	Assigned F&B ambassador	<ul style="list-style-type: none"> Dishwasher at 80C Wear gloves & mask Wipe glassware using steam with sanitized cloth 	To limit cross contamination & establish correct dining room practices
PROCESS 4	Dishwasher maintenance	Stewarding executive	<ul style="list-style-type: none"> Change water after each meal period Recommended chemical dosage Check temperature 	To ensure that equipment is in good working order

RESTAURANTS & BARS - POS TERMINAL

High traffic critical point management

	WHAT	WHO	HOW	WHY
PROCESS 1	Usage	Assigned F&B ambassador	Only one person per location will use assigned terminal.	To avoid cross contamination
PROCESS 2	Disinfecting and sanitizing	Assigned F&B ambassador	<ul style="list-style-type: none"> • Before and after every shift. • Using provided chemical and cloth. 	To avoid cross contamination

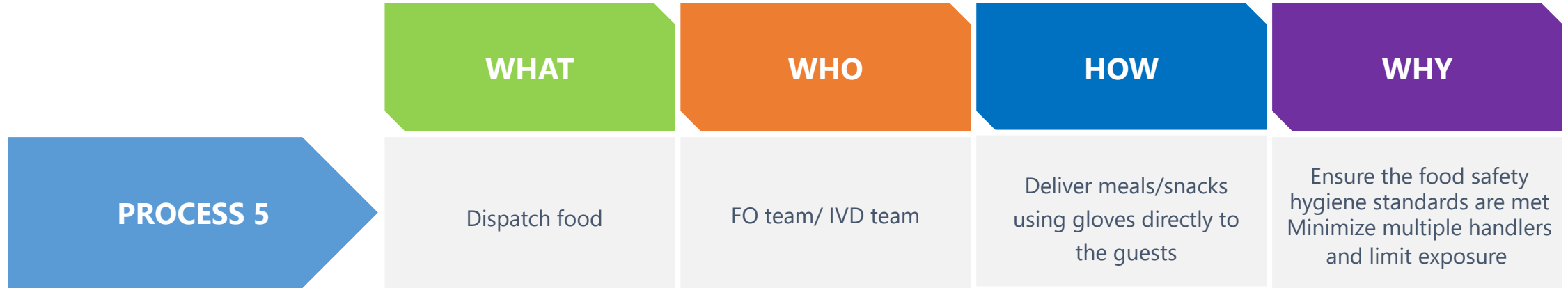
GUEST TRANSIT MEALS/SNACKS

Preparation, packaging, storage & dispatch

	WHAT	WHO	HOW	WHY
PROCESS 1	Sanitize working surfaces & utensils	Kitchen team	Use chemicals for wiping working surfaces. See Standard 56	To maintain a safe & hygienic working environment
PROCESS 2	Preparation of food	Kitchen team	Prepare food following basic food hygiene guidelines	To maintain food hygiene standards.
PROCESS 3	Packaging food	Kitchen team	Use appropriate packing materials stored in sanitized area	To limit exposure
PROCESS 4	Storage of food	Kitchen team	<ul style="list-style-type: none"> • Make sure correct temperature is maintained. • Serve within time limits 	To limit exposure

GUEST TRANSIT MEALS/ SNACKS

Preparation, packaging, storage & dispatch



CASH AND CREDIT CARD TRANSACTIONS

	WHAT	WHO	HOW	WHY
PROCESS 1	Cash receiving	FO/ F&B/ accounts heads	<ul style="list-style-type: none"> • Use gloves to collect • UV light to disinfect • Place in marked disinfected cash box 	To limit cross contamination
PROCESS 2	Cash dispensing	FO/ F&B/ accounts heads	<ul style="list-style-type: none"> • Sanitize hands • Take cash only from the marked disinfected cash box 	To limit cross contamination
PROCESS 3	Credit card transactions	FO/ F&B/ accounts heads	Use gloves to collect and return when performing transaction	To limit cross contamination

IN VILLA/ ROOM/ EXPERIENCE DINING

Control points & procedures

	WHAT	WHO	HOW	WHY
PROCESS 1	Preparing the service trays/ mise-en place	F&B attendants	Cleaning/sanitizing the utensils preparing for service, following R&B cutlery, crockery, glassware cleaning Standard 16	To ensure preparations are safely and hygienically handled
PROCESS 2	Pick up food from the counter	Chef in-charge/ IVD attendants	<ul style="list-style-type: none"> • Food cloche/cling film secured • Self sanitize prior to every pickup 	Safe & hygienic transition of food to location
PROCESS 3	Food & Beverage service	F&B team	Wear gloves in front of guest prior to serving, keep mask on, sanitize inner and outer door handles as a courtesy	To ensure food safety is maintained
PROCESS 4	Performing Clearance	F&B team	<ul style="list-style-type: none"> • Wear gloves • Sanitize inner & outer door handles as courtesy • Remove gloves after moving to wash area 	To limit of cross contamination

PUBLIC AREAS

Control points & procedures

	WHAT	WHO	HOW	WHY
PROCESS 1	Clean all floors, doors, furniture and washrooms	Public area attendant/ HK supervisors	<ul style="list-style-type: none"> Use cleaning chemicals, materials and tools, refer MSDS Standard 56 Clean every 3 hours and maintain checklist 	To ensure a clean surface before sanitizing
PROCESS 2	Sanitize all floors, doors, door handles, switches, furniture & washrooms	Public area attendant/ HK supervisors	<ul style="list-style-type: none"> Select sanitizer type and apply on surfaces refer MSDS Standard 56 Maintain checklist Clean every 3 hours 	To make sure all surfaces are disinfected
PROCESS 3	Use sanitized cleaning materials & tools	Public area attendant/ HK supervisors	Label the tools and material for each area	To ensure proper cleaning & disinfecting procedure has been followed
PROCESS 4	Ensure all hand sanitizer dispensers are adequately filled	HK attendants and supervisors / checklist	<ul style="list-style-type: none"> Visually inspect Fill with relevant sanitizer 	To ensure guests & staff have access to sanitizer & limit cross contamination

BATHROOMS – GUEST ROOMS+PUBLIC AREAS

Linen changing, surface sanitization

	WHAT	WHO	HOW	WHY
PROCESS 1	Collection of soiled linen	HK attendants & laundry ambassadors.	<ul style="list-style-type: none"> • Use soiled hampers • Use gloves & mask • Handover soiled linen to laundry on completion of cleaning 	To limit cross contamination
PROCESS 2	Clean wash basin, WC, bathtubs, shower room, faucets, mirrors, tiles & door handles	HK attendants & supervisors / checklists	<ul style="list-style-type: none"> • Use proper chemicals • Wipe/dry the surfaces • Clean public areas 3 hourly, guest rooms 12 hourly 	To make sure all surfaces are free from dust & dirt
PROCESS 3	Sanitizing all the surfaces	HK attendants and supervisors / checklist	<ul style="list-style-type: none"> • Select correct sanitizer type & apply on surfaces • Refer MSDS Std 56 • Sanitize public areas 3 hourly, guest rooms 12 hourly 	To make sure all surfaces are disinfected
PROCESS 4	Ensure all hand sanitizer dispensers are adequately filled	HK attendants and supervisors / checklist	<ul style="list-style-type: none"> • Visually inspect • Fill with relevant sanitizer 	To ensure guests and staff have access to sanitizer & limit cross contamination



SPA

Known high risk factors

	WHAT	WHO	HOW	WHY
PROCESS 1	Self sanitization	Spa therapists/ managers	Refer Standard 6 – no hand gloves, wear disposable aprons.	To make sure everyone cleaned & sanitized before work starts
PROCESS 2	Clean and sanitize spa reception area, door handles, switches & welcome amenities	HK attendants/ spa therapists	<ul style="list-style-type: none"> Wipe and clean surfaces, amenities & sanitize Clean before start of the day & after every use Maintain checklist 	To ensure clean & hygienic environment
PROCESS 3	Treatment rooms, tools, switches, door handles equipment to be cleaned and sanitized	HK attendants/ spa therapists/ manager	<ul style="list-style-type: none"> Clean tools after every use Place fresh linen after every use Use UV light to disinfect 	To ensure hygiene before treatments
PROCESS 4	Handling personal guest belongings	Spa therapist	Do not handle guest belongings	To limit cross contamination



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SPA

Known high risk factors

	WHAT	WHO	HOW	WHY
PROCESS 06	Maintaining guest belongings storage	Spa therapists & manager	<ul style="list-style-type: none"> Separate wardrobe for each guest belongings Sanitize before start of the day and after every use 	To ensure hygienic standards
PROCESS 06	Maintain personal hygiene during the work shift	Spa therapists and manager	<ul style="list-style-type: none"> Dispose aprons to lidded bin after treatment Wash & sanitize hands and arm up to elbow before & after treatment 	To ensure hygienic standards



Linens changing, surface sanitization, control points & procedures

	WHAT	WHO	HOW	WHY
PROCESS 1	Collection of soiled linen	HK attendants/ laundry team	<ul style="list-style-type: none"> • Use soiled hampers • Handover soiled linen to laundry on completion of cleaning 	To limit cross contamination
PROCESS 2	Clean & sanitize gym equipment, switches, door handles, mirrors & all surfaces	HK attendants / gym instructor	<ul style="list-style-type: none"> • Use chemicals to clean. Refer MSDS Standard 56 • Wipe surface, dry and sanitize • Clean after every use 	To make sure all surfaces & equipment are clean & hygienic
PROCESS 3	Handling guest personal belongings	Gym & fitness instructor	Keep items in a designated area & sanitize after every use	To limit cross contamination
PROCESS 4	Ensure all hand sanitizer dispensers are adequately filled	HK attendants and supervisors / checklist	<ul style="list-style-type: none"> • Visually inspect • Fill with relevant sanitizer 	To ensure guests and staff have access to sanitizer & limit cross contamination



GUEST ROOMS

Linen changing, surface sanitization

	WHAT	WHO	HOW	WHY
PROCESS 1	Collection of soiled linen	HK attendants/ laundry team	<ul style="list-style-type: none"> Use soiled hampers Use gloves Handover soiled linen to laundry on completion of cleaning 	To limit cross contamination
PROCESS 2	Bed making	HK attendants/ supervisors	<ul style="list-style-type: none"> Use fresh bed linen Clean, sanitize surfaces Use UV light to check & disinfect Maintain checklists 	To make sure linen & surfaces are cleaned & sanitized
PROCESS 3	Clean & sanitize all hard surfaces, remote controls, switches, other controls. Door handles clean/sanitize last	HK attendants/ supervisors	<ul style="list-style-type: none"> Clean and sanitize surfaces Use UV light to check & disinfect Maintain checklists 	To limit cross contamination
PROCESS 4	Clean & sanitize soft surfaces – carpets, drapes, throw cushions etc	HK attendants/ supervisors	<ul style="list-style-type: none"> Steam and sanitize surfaces Use UV light to check & disinfect Maintain checklists 	To limit cross contamination

SWIMMING POOLS & JACUZZIS

Linen , surface sanitization & water treatment

	WHAT	WHO	HOW	WHY
PROCESS 1	Collection of soiled linen	Pool attendants/ laundry team	<ul style="list-style-type: none"> • Use soiled hampers • Use gloves • Handover to laundry on completion of cleaning 	To limit cross contamination
PROCESS 2	Sanitize all sunbeds, umbrellas, side tables & shower areas	Pool attendants	<ul style="list-style-type: none"> • Wipe surfaces with disinfectant • Clean after every use & sanitize • Maintain checklists 	To limit cross contamination & maintain hygiene
PROCESS 3	Handling pool pumps & water treatment process	Pool attendants	<ul style="list-style-type: none"> • Pool pumps to run only operational hours • Water treatment process need to be done daily • Maintain checklists 	To maintain safety & hygienic standards

OFFICE ENVIRONMENT

Administrative areas, etiquette & procedures

	WHAT	WHO	HOW	WHY
PROCESS 1	Self sanitization at entrance	All head office ambassadors monitored by H&S committee member. Resorts will follow entrance procedure	Use of hand sanitizer refer Standard 6	To maintain personal hygiene & limit cross contamination
PROCESS 2	Screening & clock in for head office	H&S committee member	<ul style="list-style-type: none"> • Check temperature • Check respiratory symptoms • If suspicious, refer Standard 40 	Identify persons with symptoms (cold, cough or difficulty breathing)
PROCESS 3	Seating arrangements	HR manager/ departmental head	<ul style="list-style-type: none"> • 1 metre distance between each desk to be maintained 	To limit cross contamination
PROCESS 4	Furniture, switches & fixtures sanitization	Office attendant under HR	Daily sanitization before 07:30	To maintain a clean & hygienic office environment

OFFICE ENVIRONMENT

Administrative areas, etiquette & procedures

	WHAT	WHO	HOW	WHY
PROCESS 5	Head office Lunchroom use	HR manager/ H&S committee member	<ul style="list-style-type: none"> • Social distancing – max 4 in room • Exhaust fans switched on • Sanitize all furniture & door handles after meal period 	To maintain a clean & hygienic lunch room
PROCESS 6	Air condition & air quality check	HR manager/ H&S committee member	<ul style="list-style-type: none"> • Clean & check the filters regularly & allow fresh air through windows 	Ensure the filtration is working & limit any possible contamination
PROCESS 7	Third party visitors sanitization & movement control	Receptionist	<ul style="list-style-type: none"> • Designated area to meet • Area to be sanitized after every use 	Procedure to minimize exposure to other ambassadors
PROCESS 8	Use of stationary items	Ambassadors	<ul style="list-style-type: none"> • Strict no share policy on stationary items 	To limit cross contamination

FOOD PRODUCTION AREAS

Control points and procedures

	WHAT	WHO	HOW	WHY
PROCESS 1	Self sanitization	Kitchen team	Refer Standard 6	To ensure cleanliness, personal hygiene and limit cross exposure
PROCESS 2	Cleaning & sanitization of utensils / workstations	Kitchen team/ chef in charge	Cleaning & sanitizing equipment & work surfaces before & after every use	To ensure health & safety standards & limit cross contamination
PROCESS 3	Handling ready-to-eat food	Kitchen team/ chef in charge	<ul style="list-style-type: none"> • Ensure no physical contact with food • Handle food only with tongs or spatulas • Wear appropriate PPE 	To ensure health & safety standards & limit cross contamination

LAUNDRY FACILITY

High risk area & sanitization management

	WHAT	WHO	HOW	WHY
PROCESS 1	Self sanitization	HK attendants/ supervisors/ manager	Refer Standard 6	To minimize risk of exposure and cross contamination
PROCESS 2	Soiled linen segregation	Laundry attendants	<ul style="list-style-type: none"> • Segregate linen in segregated bins • Wash separately • Sanitize area after every wash cycle 	To reduce the risk of cross contamination
PROCESS 3	Use clean laundry bins & trolleys	Laundry executive/HK attendants	Disinfect after every use.	To ensure that harmful pathogens are not transmitted
PROCESS 4	Handling self sanitization during the work shift	Laundry team	Change PPE as per guidelines after every washing process	To maintain hygienic standards

STAFF ACCOMMODATION

High traffic critical point management

	WHAT	WHO	HOW	WHY
PROCESS 1	Use of face mask	Staff accommodation in charge	Monitor ambassadors using masks when in public areas	To maintain health & safety of all ambassadors
PROCESS 2	Hand sanitizer	Staff accommodation in charge	Place peddle hand sanitizer dispenser in defined locations	To maintain hygiene & avoid cross contamination
PROCESS 3	Sanitization of rooms	Staff accommodation in charge	<ul style="list-style-type: none"> • Spray disinfectant inside rooms every 2 days • Maintain check list 	To maintain a hygienic environment
PROCESS 4	Sanitize bathrooms	Staff accommodation in charge	<ul style="list-style-type: none"> • Clean and washed daily • Spray sanitizer every day • Maintain checklist 	To maintain a hygienic & clean environment

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STAFF ACCOMMODATION

High traffic critical point management



STAFF DINING

High traffic critical point management

	WHAT	WHO	HOW	WHY
PROCESS 1	Sanitization / cleaning of fixtures & furniture	Chief steward	Clean & sanitize tables, workstations, chair & equipment at the end of each dining	To maintain hygiene standards
PROCESS 2	Maintain social distancing	All ambassadors/ HR manager	<ul style="list-style-type: none"> Clearly define 1 meter distance between each chair Limit number of entrants Demarcation of chairs and buffet queue 	To minimize exposure to potential risk of spread
PROCESS 3	Self sanitization	All ambassadors	Refer Standard 6	To limit potential cross contamination
PROCESS 4	Food serving	Serving ambassador decided by executive chef / HR manager	Allocate a dedicated food server during meal times	To minimize exposure to potential risk of spread



STAFF DINING

High traffic critical point management

	WHAT	WHO	HOW	WHY
PROCESS 5	Sanitization & cleaning of cutlery	Stewarding ambassador	<ul style="list-style-type: none"> Dishwasher at 80C Wear gloves Wipe cutlery using hot water & lemon using sanitized cloth 	To limit cross contamination
PROCESS 6	Sanitization & cleaning of crockery	Stewarding ambassador	<ul style="list-style-type: none"> Dishwasher at 80C Wear gloves Wipe crockery right after using sanitized cloth 	To limit cross contamination
PROCESS 7	Sanitization & cleaning of glassware	Stewarding ambassador	<ul style="list-style-type: none"> Dishwasher at 80C Wear gloves Wipe glassware using steam And sanitized cloth 	To limit cross contamination
PROCESS 8	Deep cleaning	Stewarding ambassador	Washing & sanitizing kitchen & staff dining area every night after the service	To maintain health & safety standards



STAFF TRANSPORT FLEET

Sanitizing & transit etiquette

	WHAT	WHO	HOW	WHY
PROCESS 1	Vehicle sanitization	Driver/ transport executive	<ul style="list-style-type: none"> Sanitize seats, steering, wheel, gears, dashboard, all handles, carpets Checklists 	To limit cross contamination
PROCESS 2	Usage of PPE	Driver/ transport executive	<ul style="list-style-type: none"> Driver to wear gloves & face masks. All other ambassadors to wear face masks 	To limit cross contamination
PROCESS 3	Social distancing	Security manager/ transport supervisor	Maximum 6 ambassadors per vehicle as a standard	To minimize potential risk of spread
PROCESS 4	Use of hand sanitizer	Security manager/ transport supervisor	To be kept in all vehicles to be used before & after trips	To limit cross contamination



GUEST TRANSPORT FLEET

Sanitizing & transit etiquette

	WHAT	WHO	HOW	WHY
PROCESS 1	Vehicle sanitization	Transport manager/supervisor	<ul style="list-style-type: none"> Sanitize with disinfectant Steering wheel, gears Dashboards & all handles, carpets Checklists 	Ensure potentially contaminated surfaces are sanitized
PROCESS 2	Basic screening	By transport manager/supervisor	At first point of contact, check temperature, general respiratory rhythm, outward condition. Enter to log. Call GM for instructions if guest appears ill	To establish if a guest is potentially ill
PROCESS 3	Offer hand sanitizer	Transport manager/supervisor	Prior to entering the vehicle	To limit cross contamination.
PROCESS 4	Offer face mask	Transport manager/supervisor	Prior to entering the vehicle if not wearing already	To avoid cross contamination



GUEST TRANSPORT FLEET

Sanitizing & in transit etiquette

	WHAT	WHO	HOW	WHY
PROCESS 5	Place baggage on washable floor mats	Transport manager/supervisor	Use gloves or sanitize hands after handling	To provide safe & hygienic transport
PROCESS 6	Sanitize vehicle	By transport manager/supervisor	Sanitize vehicle following process 1	Ensure potentially contaminated surfaces are sanitized



GUEST & SERVICE TRANSPORT GOLF CARTS

Sanitizing & in transit etiquette

	WHAT	WHO	HOW	WHY
PROCESS 1	Use hand sanitizer	All ambassadors using golf cart	Use before & after driving vehicles	To limit cross contamination
PROCESS 2	Golf cart sanitization	All ambassadors using golf carts	<ul style="list-style-type: none"> Sanitize with disinfectant Steering wheel, dash, seats and handles Fill and sign checklist 	To limit cross contamination
PROCESS 3	Washing golf cart	Respective departmental heads	Wash at opening, mid and night shift	To ensure surfaces are clean and easy to sanitize

SAFARI & EXCURSION VEHICLES

Sanitizing & in transit etiquette

	WHAT	WHO	HOW	WHY
PROCESS 1	Cleaning & sanitizing	Activity team	<ul style="list-style-type: none"> Ranger in charge to supervise driver Sanitize all surfaces with disinfectant- especially seats, grab bars and handles, carpets 	Ensure potentially contaminated surfaces are safe
PROCESS 2	Cool box maintenance	Activity team	<ul style="list-style-type: none"> Clean & sanitize the box before & after every excursion Use new items for each excursion 	To limit cross contamination
PROCESS 3	Sanitizing Equipment & tools	Activity team	Sanitized before & after every excursion	To limit cross contamination
PROCESS 4	Hand sanitizer	Activity team	Hand sanitizer to be available for guests to use as required	To maintain personal hygiene & a limit cross contamination

GUEST/ STAFF TRANSFER BOATS

Sanitizing & in transit etiquette

	WHAT	WHO	HOW	WHY
PROCESS 1	Washing of boat	Activities executive/ boat captain	Wash boat daily before day trips, begin with foam & then sanitize	To maintain a clean surface easy to sanitize
PROCESS 2	Sanitize seats	Activities executive/ boat captain	Sanitize seat with disinfectant & wipe down after each use	To maintain clean & safe surfaces
PROCESS 3	Maintain social distancing	Activities executive/ boat captain	Boat captain to ensure not more than 6 passengers per trip	To minimize potential risk of spread.
PROCESS 4	Use hand sanitizer	Activities executive/boat captain	Boat captain to offer hand sanitizer pre & post boat ride	To limit cross contamination

MOTORBIKES

Sanitizing & usage etiquette

	WHAT	WHO	HOW	WHY
PROCESS 1	Surface cleaning & sanitization	Motorbike user/ H&S working committee	<ul style="list-style-type: none"> Wash surface with a cleaning agent. Wipe properly & sanitize Wash & clean on daily basis 	To ensure a cleaned & sanitized bike before rides
PROCESS 2	Handling protective gear, jackets, helmets, gloves, sunglasses	Motorbike users	Do not exchange personal protective gear with others	To eliminate the risk of spreading the virus
PROCESS 3	Monitor running charts	Motorbike users	Bikes should be sanitized before & after use and chart to be updated	To maintain & monitor the hygienic use of the bike

GOODS TRANSPORT & STORAGE AREAS

Sanitizing & in transit etiquette

	WHAT	WHO	HOW	WHY
PROCESS 1	Sanitization of service buggies	Kitchen steward / chef in charge	Refer Standard 34	To ensure hygienic transport of goods
PROCESS 2	Sanitization of storage areas	Kitchen steward / chef in charge	Washing & sanitizing surfaces	To limit cross contamination
PROCESS 3	Restricted access	Storekeeper, department heads	Limit access to only authorized individuals	To ensure hygienic storage of goods
PROCESS 4	Goods transport	Ambassadors	<ul style="list-style-type: none"> • Proper covering of individual goods • Handle with the use of disposable gloves 	Ensure safe & hygienic transfer of goods



MANAGING GUEST WITH SYMPTOMS

Health & Safety Team Action

	WHAT	WHO	HOW	WHY
PROCESS 1	If guest shows symptoms	Health & safety team member	<ul style="list-style-type: none"> • Inform GM • Wear appropriate PPE • Screen guest to confirm possible symptoms 	To verify and communicate to the rest of H&S committee
PROCESS 2	Recording incident	Health & safety team member/FOM	<ul style="list-style-type: none"> • On format provided to by management on RMS • Maintain incident report 	To maintain record & tracking system
PROCESS 3	Minimize contact with guest	Operational team members	GM or EAM to request guest to confine themselves to room – self isolate Standard 41	Isolate potential patient from spreading the virus
PROCESS 4	Attending to guests	Health and safety leader from department	Allow only selected trained ambassadors from H&S team to attend	For safety of other guests & ambassadors

MANAGING GUEST WITH SYMPTOMS

REVISED/NEW
200520

	WHAT	WHO	HOW	WHY
PROCESS 5	Contact public health inspector	GM/EAM	Contact using provided info	To immediately give required attention & determine if guest has contracted Covid-19
PROCESS 6	Initiating transport	GM/EAM	Only on advice of the Public Health Inspector Follow Standard 45	To avoid unnecessary movement and minimize risk of exposure
PROCESS 7	Advice COO	GM/EAM	Call	To limit cross contamination

MANAGING STAFF MEMBER WITH SYMPTOMS

Health & Safety Team Actions

REVISED/NEW
200520

	WHAT	WHO	HOW	WHY
PROCESS 1	If ambassador shows symptoms when at home	Inform GM/EAM + health & safety team member/ department head/HR	Go into self quarantine (14 days) at home or else as advised by doctor or PHI – Inform COO via relevant communication flow	To take precautions & reduce risk of infecting other ambassadors & guests
PROCESS 2	If ambassador shows symptoms while on duty or at accommodation	Inform GM/EAM + health & safety team member/ department head/HR	Immediately move to secured self isolation location. Inform COO via relevant communication flow	To take precautions & reduce risk of infecting other ambassadors & guests
PROCESS 3	Screen ambassador	Health & safety member	Providing designated areas for checking symptoms at staff accommodation & hotel	To verify condition of the ambassador & documentation
PROCESS 4	Contact public health inspector + resort doctor	GM/EAM	Contact using provided info	To immediately give required attention & determine if guest has contracted Covid-19

MANAGING STAFF MEMBER WITH SYMPTOMS

Health & Safety Team Actions

REVISED/NEW
200520

	WHAT	WHO	HOW	WHY
PROCESS 5	Initiating transport	GM/EAM	Only on advice of the Public Health Inspector Follow Standard 45	To avoid unnecessary movement and minimize risk of exposure
PROCESS 6	Advice COO	GM/EAM	Call	Provide necessary guidance & back up – initiate response if needed

ISOLATION STANDARD

Health & Safety Team Actions

	WHAT	WHO	HOW	WHY
PROCESS 1	Identify guest	GM/EAM	Inform guest politely to confine to the room	To limit potential spread of virus
PROCESS 2	Providing service	Health & safety member	Designated ambassador from relevant department to meet guest requirements in room	To limit potential exposure
PROCESS 3	Monitoring & documenting	Health & safety member	Designated team member from H&S to conduct routine temperature & symptoms check & document until medically cleared	To provide relevant information to authorities when required



RESORT ZONING

Health & Safety Team Actions

	WHAT	WHO	HOW	WHY
PROCESS 1	Identifying zones	General manager / health & safety team	General Manager discuss with health & safety team & reservations	To lockdown a specific zone efficiently if needed
PROCESS 2	Allocation of teams	Departmental head / health & safety team	Roster specific teams to specific zones	To identify potentially exposed staff and back trace all movements to contain potential spread

ZONE CLOSURE & DECONTAMINATION

Health & Safety Team Actions

	WHAT	WHO	HOW	WHY
PROCESS 1	Cordon off zone	GM/EAM	<ul style="list-style-type: none"> Demarcation as restricted area using tape Security assigned to avoid any guest / ambassador entering 	To limit cross contamination
PROCESS 2	Remove & destroy all washable linen items & books	Housekeeper / laundry executive	<ul style="list-style-type: none"> Transport linen in biohazard disposable bags to destroy point Burn & destroy (other instructions given by Public Health Inspector) 	To limit cross contamination
PROCESS 3	Remove all washable items	Housekeeping team	<ul style="list-style-type: none"> Wash all items (chairs, tables, bed, coffee table) Spray sanitizer 	To limit cross contamination
PROCESS 4	Wash floor & sanitize all items & surfaces	Housekeeping team	<ul style="list-style-type: none"> Wash surfaces & spray sanitizer Sanitize all items 	Disinfect room & limit cross contamination

CONFIRMED CASE MANAGEMENT

Health & Safety Team Actions

	WHAT	WHO	HOW	WHY
PROCESS 1	Shut down relevant zone/zones, trigger COO led command center protocol	GM/COO	Follow zoning standard and communicate. relevant communication flow diagram	Limit spread
PROCESS 2	Lock down resort on advice of COO	GM/EAM	Public Health Inspector to provide instructions	To limit potential exposure and localized outbreak/spread
PROCESS 3	Contact local authorities	GM/EAM	Transfer guest to government facility. Follow Standard 45	To inform concerned parties with the progress of guest
PROCESS 4	Contact travel agent/family	GM/EAM FOR STAFF MD/COO for guests/travel agents	<ul style="list-style-type: none"> • Use available contact details • Get guest/staff approval 	Establish contact with concerned parties to update on case status



TRANSPORTING SUSPECT INDIVIDUAL(S)

Health & Safety Team Actions

	WHAT	WHO	HOW	WHY
PROCESS 1	Wear appropriate PPE	Health & safety member	<ul style="list-style-type: none"> Wear universal precaution kit Only the driver will be permitted to go along with patient 	To limit cross contamination
PROCESS 2	Separating the front & back of vehicle	Health & safety member	<ul style="list-style-type: none"> Screen between passenger & driver Remove seats & keep only 1 seat 	To avoid guest movement in other areas
PROCESS 3	Appropriate PPE for guest	Front office	<ul style="list-style-type: none"> Disposable face mask Disposable gloves Disposable gown 	To limit cross contamination
PROCESS 4	Disinfecting the vehicle	Driver	Thorough washing with disinfectant	To avoid cross contamination

COMMUNICATIONS

The crisis communication information flow has been outlined for each resort on the following pages



CRISIS COMMUNICATION INFORMATION FLOW



External parties
Agents,
Media/press etc.

Malik Fernando
MD
077 739 0100

Maheesha Ratnayake
COO
076 465 2363

Viraj Wijeratne
DHR
076 157 8516

Chamindra Goonewardene
DOSM
077 394 7317

Dilshan Gnanapagasam
D R EES REV
076 669 9239

Anil Kodikara
GMFN
076 877 9809

Government Departments	
1390	COVID 19 symptoms call
1990	Free ambulance service
0112 695112	Epidemiology unit - Ministry of Health
1919	government service information

Nalinda Liyanage - GM
077 088 4966

← raw unedited information
← approved information for public

Lakruwan	Summerville	076 837 9943	Janaka	Dunkeld	076 001 9295	Sanath	Summerville	077 946 3590
Samansiri	Norwood	077 786 7351	Roshan	Castlereagh	076 979 1269	Chaminda	Tientsin	077 525 0769
Gihan	Dunkeld	077 283 7437	Ajith	Summerville	077 354 5050	Ravindra	Castlereagh	076 160 7996
Ranil	Norwood	076 970 3309	Gayan	Tientsin	077 990 9107	Chamara	Norwood	076 425 0750

Working committee

Indika	Norwood	076 720 0173	Lalith	Castlereagh	077 045 0701	Clement	Summerville	077 520 2830
Janaka	Tientsin	071 840 9421	Dhammika	Dunkeld	076 770 9629	Sarath	Norwood	077 155 2163
Sanjaya	Castlereagh	077 309 0732	Nilantha	Norwood	077 399 0974	Samantha	Summerville	077 230 2558
Jagath	Dunkeld	077 973 5485	Indika	Norwood	077 771 2078	Yurani	Norwood	077 711 1791
Ravindra	Castlereagh	071 747 5413	Palitha	Norwood	077 376 5810	Kithsiri	Tientsin	071 729 0722

Internal parties
Ambassadors,
in-house guests

Head Office Health & Safety Committee

Property Health & Safety Committee

CRISIS COMMUNICATION INFORMATION FLOW



External parties
Agents,
Media/press etc.

Malik Fernando
MD
077 739 0100

Maheesha Ratnayake
COO
076 465 2363

Viraj Wijeratne
DHR
076 157 8516

Chamindra Goonewardene
DOSM
077 394 7317

Dilshan Gnanapagasam
D RES & REV
076 669 9239

Anil Kodikara
GMFN
076 877 9809

Government Departments	
1390	COVID 19 symptoms call
1990	Free ambulance service
0112 695112	Epidemiology unit - Ministry of Health
1919	government service information

Roshan George
General Manager
076 704 4843

← raw unedited information
← approved information for public

Arul Ambikaibalan
EAM
076 452 6357

Dilip Kumara
ASM
076 778 7456

Venura Illesinghe
GSE
071 544 3423

Sampath Manohara
HRM
076 606 7491

Working committee								
Chaminda	FO	077 889 4615	Supun	KIT	077 985 8481	Ria	SPA	076 650 3385
Chamara	F&B	071 093 4787	Chaminda	HK	076 632 5129	Chaminda	HR	071 911 8097
Amila	FN	071 481 6436	Hasitha	ENG	077 564 7058			

Internal parties
Ambassadors,
in-house guests

Head Office Health & Safety Committee

Property Health & Safety Committee

CRISIS COMMUNICATION INFORMATION FLOW



External parties
Agents,
Media/press etc.

Malik Fernando
MD
077 739 0100

Maheesha Ratnayake
COO
076 465 2363

Viraj Wijeratne
DHR
076 157 8516

Chamindra Goonewardene
DOSM
077 394 7317

Dilshan Gnanapagasam
D RES & REV
076 669 9239

Anil Kodikara
GMFN
076 877 9809

Government Departments	
1390	COVID 19 symptoms call
1990	Free ambulance service
0112 695112	Epidemiology unit - Ministry of Health
1919	government service information

Tiran Nanayakkara
LM
077 286 9487

Gajendra Jayasinghe
EAM
076 979 3578

Thushantha Samarasinghe
S/EX
076 847 7459

Nishshanka Dhilruk
MT ENG
0775839308

Nishadee Gunathilake
HRM
076 606 8539

← raw unedited information
← approved information for public

Working committee					
Gayan	Food & Beverage	076 784 9896	Rajitha	Housekeeping	071 977 1026
Jeewantha	Front office	077 871 4701	Nipun	Engineering	076 569 9143
Rizwan	Kitchen	077 992 1486	Thilanka	Activity	071 574 3500
Sachintha	Finance	076 979 3337			

Internal parties
Ambassadors,
in-house guests

Head Office Health & Safety Committee

Property Health & Safety Committee

CRISIS COMMUNICATION INFORMATION FLOW



External parties
Agents,
Media/press etc.

Malik Fernando
MD
077 739 0100

Maheesha Ratnayake
COO
076 465 2363

Chamindra Goonewardene
DOSM
077 394 7317

Dilshan Gnanapagasam
D RES & REV
076 669 9239

Anil Kodikara
GMFN
076 877 9809

Government Departments	
1390	COVID 19 symptoms call
1990	Free ambulance service
0112 695112	Epidemiology unit - Ministry of Health
1919	government service information

Viraj Wijeratne
DHR
076 157 8516

Sachin Coomaraswamy
RES MGR
076 979 3578

Janith Chathuranga
Snr. EXE FN
076 847 7459

Roshein Fernando
Asst. HRM
077 131 1249

Working committee

Ezekiel	Reservations	077 265 9843	Thilini	Sales	076 168 4224
Lal	Purchasing	077 113 2244	Devmini	Finance	075 816 0400

Internal parties
Ambassadors,
in-house guests

← raw unedited information
← approved information for public

Head Office Health & Safety Committee

WATER TREATMENT

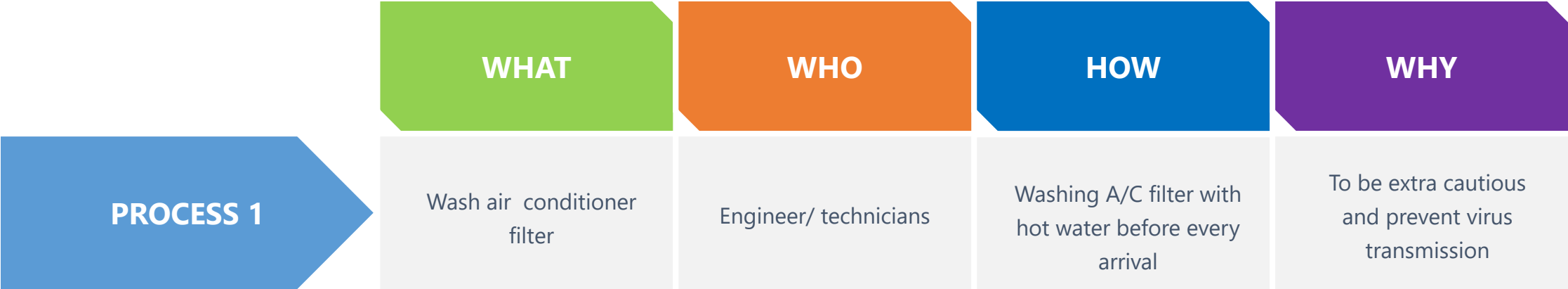
Standards & Procedures

	WHAT	WHO	HOW	WHY
PROCESS 1	General cleaning of water tanks	Engineer	Water storage tanks to be cleaned every 3 months	To ensure sanitary storage conditions
PROCESS 2	Chemical treatment of water	Engineer	Refer MSDS Standard 56	Ensure that any harmful bacteria/ viruses are eliminated
PROCESS 3	Check water quality	Engineer	<ul style="list-style-type: none"> • Monitor & record PH levels on a daily basis • By providing samples for lab tests on a monthly basis 	To ensure water is clean and safe for resort.

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AIR CONDITIONING

Filter maintenance



DISHWASHING & GLASS WASHING

Equipment Maintenance & Chemicals

	WHAT	WHO	HOW	WHY
PROCESS 1	Overall cleanliness of the machine	Chief steward, chef in charge, steward on duty	Before using, manually check cleanliness of all aspects of the machine	To maintain health & safety avoid cross contamination
PROCESS 2	Monitor working condition of the machine	Chief steward/chef in charge/steward on duty.	Cross check machine twice daily by test run. If fault detected, duty technician must immediately attend	To maximize efficiency of the machine
PROCESS 3	Record water temperature	Chief steward, chef in charge	By reading machine display and manually checking with thermometer. Final rinse temperature 70–80C	To limit germs & proper sterilization process
PROCESS 4	Chemical supply to machine	Chief steward/executive chef, stewarding ambassadors.	By checking chemical measurement in machine & also chemical availability at store	To maximize efficiency of the cleaning process

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LAUNDRY

Equipment maintenance & chemicals

	WHAT	WHO	HOW	WHY
PROCESS 1	Handling machines, carts, trolleys, hampers, hangers, cupboards.	Housekeeper, laundry team/ checklists	Clean & sanitize after every use	To eliminate the risk of cross contamination
PROCESS 2	Maintain laundry equipment	Housekeeper/ laundry team/ maintenance team	Regular services and maintain daily checklists & records	Ensure high efficiency & productivity of equipment
PROCESS 3	Chemical usage for disinfection	Housekeeper/ laundry team	Refer MSDS Standard 56	For disinfection purposes



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DISPENSERS

Equipment maintenance & chemicals

	WHAT	WHO	HOW	WHY
PROCESS 1	Clean & sanitize hand sanitizers, liquid soap, peddle dispensers	Daily assigned H&S committee member	<ul style="list-style-type: none">• Clean on daily basis• Maintain checklist	Ensure proper usage & minimum breakdowns and wastage
PROCESS 2	Check the condition of dispensers	Daily assigned H&S committee member	<ul style="list-style-type: none">• Monitor & maintain checklists• Clean daily• Report defects	Ensure high efficiency & productivity of equipment
PROCESS 3	Usage of chemicals for dispensers	Daily assigned H&S committee member	Label the dispensers with proper chemical name. (posters to be pasted near locations)	To prevent hazards & contamination



GUEST RECORD KEEPING

Movement records

	WHAT	WHO	HOW	WHY
PROCESS 1	Monitor guest movement on property.	Departmental / area head to monitor & pass on to front office team	Enter all traceability criteria fields into PMS	To ensure that all guest movement is tracked & documented.
PROCESS 2	Monitor guest movement outside property.	Front office team	Enter all traceability criteria fields into PMS	To ensure that all guest movement is tracked & documented.

STAFF RECORD KEEPING

HRIS, health check & internal movement records

	WHAT	WHO	HOW	WHY
PROCESS 1	Clock in	Human resources/ security OIC	<ul style="list-style-type: none"> Time of arrival tracked on HRIS Health check will be noted at staff entrance 	Track the time of arrival to the resort for reference
PROCESS 2	Work delegation	Departmental head	Record movement in line with assigned duties/ area	Ensure ambassadors are following through with assigned work in specific areas
PROCESS 3	Clock out	Human resources/ security OIC	Time of departure tracked on HRIS	Track the time of departure from the resort for reference

SANITIZATION EQUIPMENT

List of equipment & usage

ITEM	METHOD
Dispensers	Solution via foot operated dispenser
Spray cans / Tanks	Spray floor, walls & the all surfaces
Cleaning cloths	Wipe dust and dirt / segregated by type, surface and zone
Mops	Clean floors with chemical & water mix
UV lights	Hold over required surface for twenty seconds

Minibar Management

Sanitizing & stocking

	WHAT	WHO	HOW	WHY
PROCESS 1	Mini bar product safety	Housekeeping team	All product surfaces to be sanitized and stored in sanitized section of mini-bar pantry	Segregate and limit cross exposure
PROCESS 2	Mini bar product handling	Housekeeping team	<ul style="list-style-type: none"> Only team assigned for room cleaning can restock mini bar Follow process 3 prior to restocking 	To limit handlers and cross contamination
PROCESS 3	Mini bar refrigerator cleanliness	Housekeeping team	Refrigerator will be sanitized pre arrival, each re-stock time and at checkout	Ensure surfaces are free of contaminants and limit cross exposure
PROCESS 4	Mini bar snack items	F&B service /Kitchen	As all mini bar snacks are prepared to order – follow in-villa/room/experience dining Standard 20	Ensure safe & hygienic transfer of prepares food



Conceived by the Fernando family, Sri Lankan tea producers & founders of Dilmah Ceylon Tea, Resplendent Ceylon's collection of small, luxury resorts offer the discriminating traveller a remarkable circuit across Sri Lanka, with a range of authentic experiences, while contributing towards local communities & the environment through the MJF Foundation & Dilmah Conservation.

This "best of Sri Lanka" circuit currently features three distinctively original resorts, connected by a thread of peerless service. Ceylon Tea Trails, Wild Coast Tented Lodge and Cape Weligama are the sole Sri Lankan members of Relais & Chateaux, the global fellowship of individually owned & operated luxury hotels and restaurants.

Resplendent Ceylon

46/38 Nawam Mawatha, Colombo 00200, Sri Lanka

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www.resplendentceylon.com



**RELAIS &
CHATEAUX**

Creating Delicious Journeys

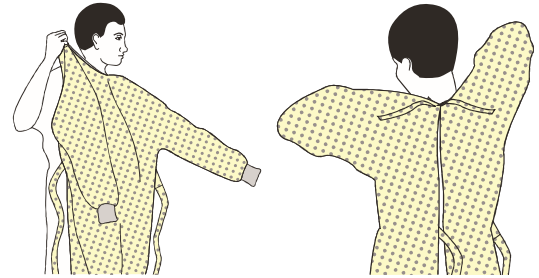
SEQUENCE FOR **PUTTING ON** PERSONAL PROTECTIVE EQUIPMENT (PPE)

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The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

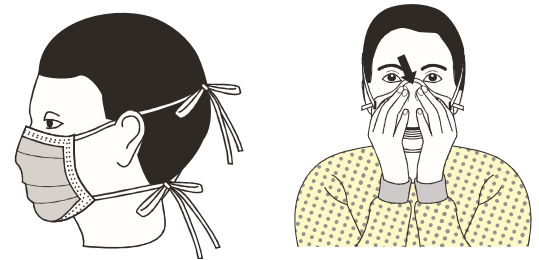
1. GOWN

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Fasten in back of neck and waist



2. MASK OR RESPIRATOR

- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin
- Fit-check respirator



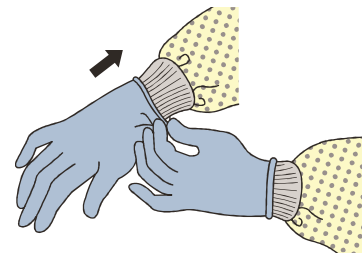
3. GOGGLES OR FACE SHIELD

- Place over face and eyes and adjust to fit



4. GLOVES

- Extend to cover wrist of isolation gown



USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

- Keep hands away from face
- Limit surfaces touched
- Change gloves when torn or heavily contaminated
- Perform hand hygiene



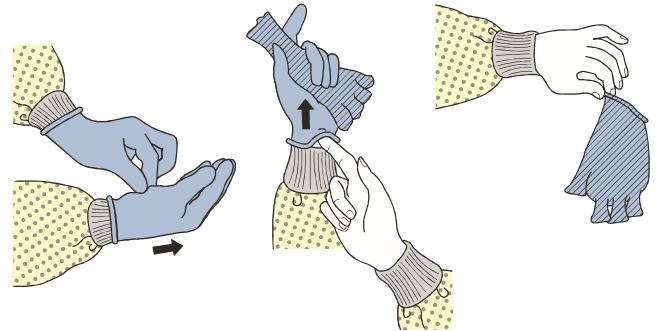
HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE)

EXAMPLE 1

There are a variety of ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Here is one example. **Remove all PPE before exiting the patient room** except a respirator, if worn. Remove the respirator **after** leaving the patient room and closing the door. Remove PPE in the following sequence:

1. GLOVES

- Outside of gloves are contaminated!
- If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
- Discard gloves in a waste container



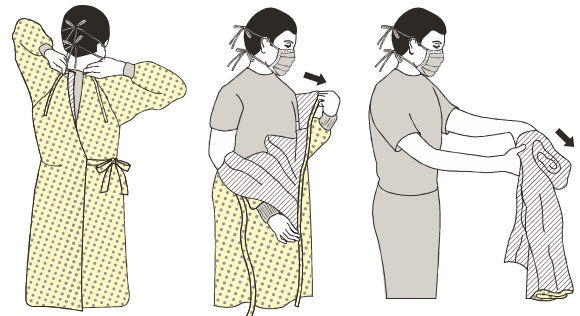
2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band or ear pieces
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container



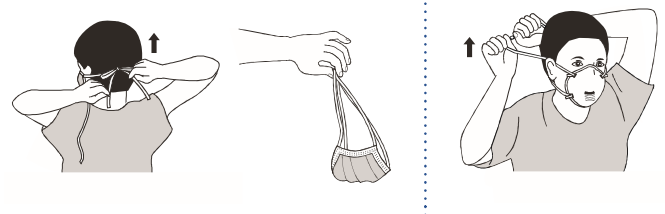
3. GOWN

- Gown front and sleeves are contaminated!
- If your hands get contaminated during gown removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Unfasten gown ties, taking care that sleeves don't contact your body when reaching for ties
- Pull gown away from neck and shoulders, touching inside of gown only
- Turn gown inside out
- Fold or roll into a bundle and discard in a waste container

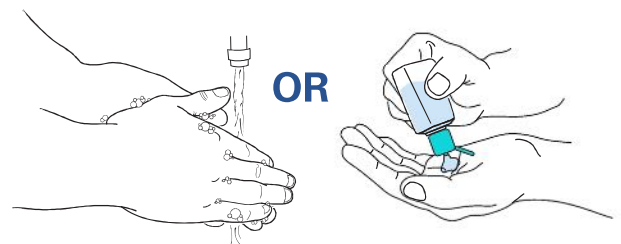


4. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — **DO NOT TOUCH!**
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container



5. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE



PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE

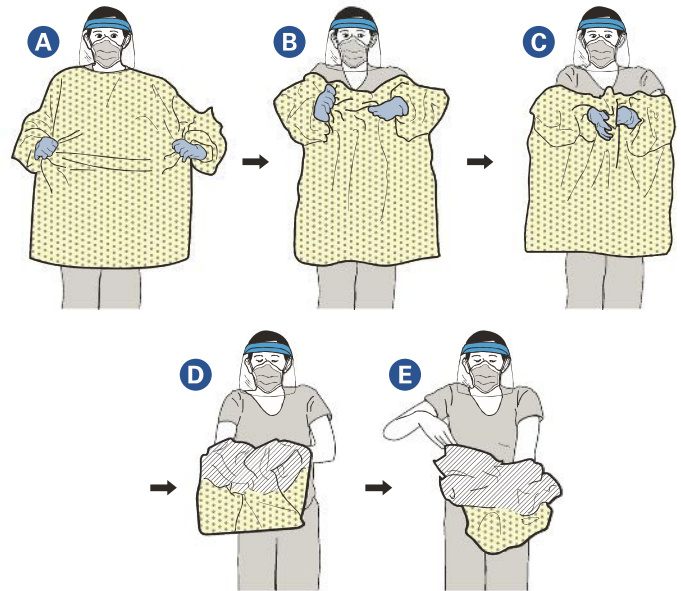


HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE) EXAMPLE 2

Here is another way to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. **Remove all PPE before exiting the patient room** except a respirator, if worn. Remove the respirator **after** leaving the patient room and closing the door. Remove PPE in the following sequence:

1. GOWN AND GLOVES

- Gown front and sleeves and the outside of gloves are contaminated!
- If your hands get contaminated during gown or glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp the gown in the front and pull away from your body so that the ties break, touching outside of gown only with gloved hands
- While removing the gown, fold or roll the gown inside-out into a bundle
- As you are removing the gown, peel off your gloves at the same time, only touching the inside of the gloves and gown with your bare hands. Place the gown and gloves into a waste container



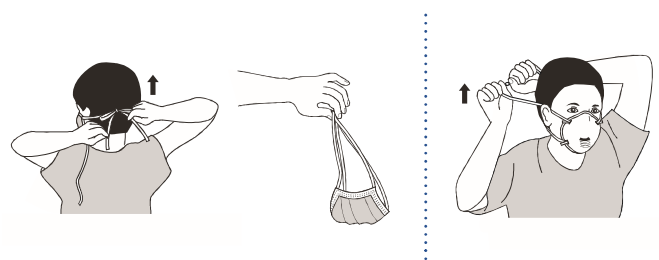
2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band and without touching the front of the goggles or face shield
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container

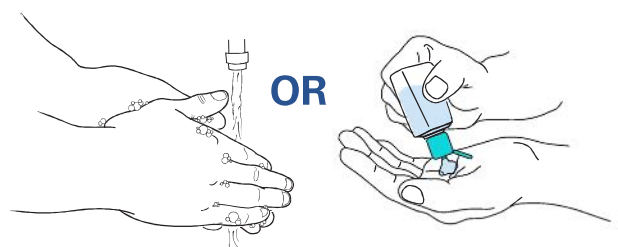


3. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — DO NOT TOUCH!
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container



4. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE



PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE

