

A serene tropical beach scene at sunset. In the foreground, a traditional wooden boat with a curved prow and stern sits on the sand. The background features a long wooden pier extending into the water, topped with a thatched-roof pavilion. The sky is a mix of soft pinks, oranges, and blues, with a few palm trees visible on the right side.

COCO
COLLECTION

COCO SAFE PLEDGE

Rediscover your Coco Sanctuary

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INTRODUCTION & PURPOSE

This Manual has been written to support the Coco Collection and Sunland Hotel Properties during the Covid-19 pandemic and during the post Covid-19 recovery phases. Coco Collection properties include Coco Bodu Hithi and Coco Palm Dhuni Kolhu. Sunland Hotels include Biyadhoo Island Resort. It should be used in conjunction with the current Crisis management procedures of the properties. The main purpose of this manual is to reduce the risk of infection and protect guests and associates from contracting and spreading Covid-19 through preventive measures sets across all areas of resort operations.



About Covid-19

Covid-19 is the infectious respiratory disease caused by a newly discovered coronavirus in December 2019. The most common symptoms of COVID-19 are fever, dry cough, and tiredness.

The disease spreads primarily from person to person through small droplets from the nose or mouth, which are expelled when a person with COVID-19 coughs, sneezes, or speaks. This is why it is important to implement infection prevention measures such as hand hygiene and physical distancing.

How the guideline was devised

This manual has been devised based on new requirements from the Ministry of Tourism, Health Protection Agency of Maldives (HPA) recommendations from the World Health Organization as well as new guidelines set by trusted partners such as Preferred Hotels. The recommendations and guidelines have been adapted to suit our operational needs and requirements.

The manual shall be reviewed in November 2020 and updated accordingly by the Infection Control Team as per the Monitoring section of this manual.

Bureau Veritas Safe Guard Certification

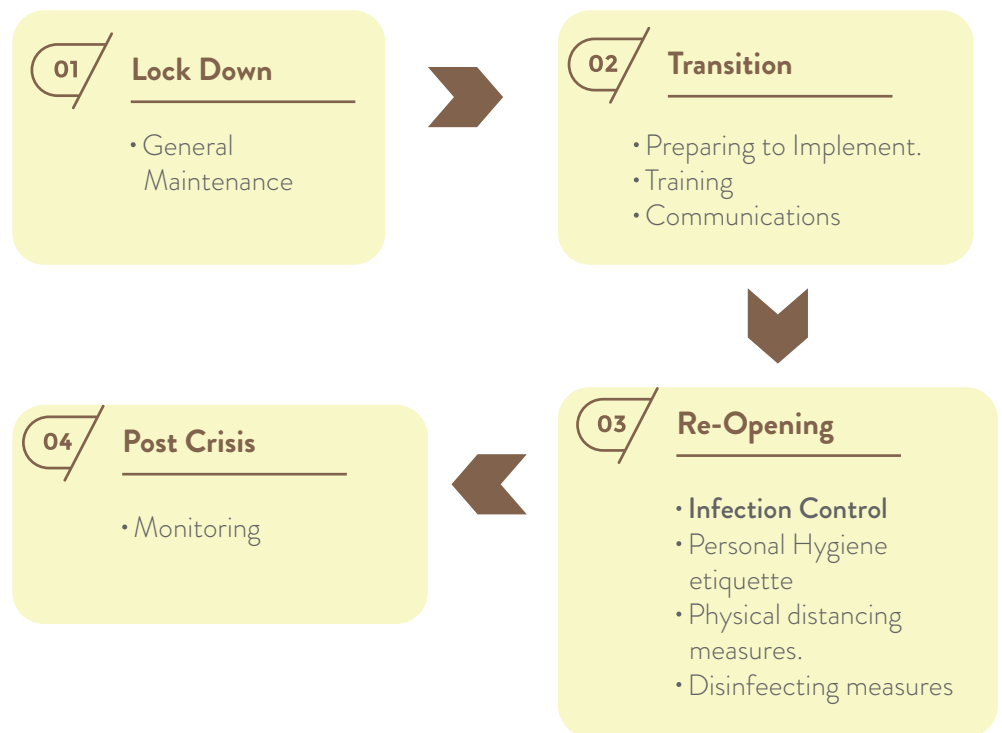
We will be audited by Bureau Veritas towards getting certified for Bureau Veritas Safe Guard™ & Hygiene Excellence.

The Safety Manager in charge of implementing the Safe Pledge is the respective General Manager or the Resident Manager of the property.

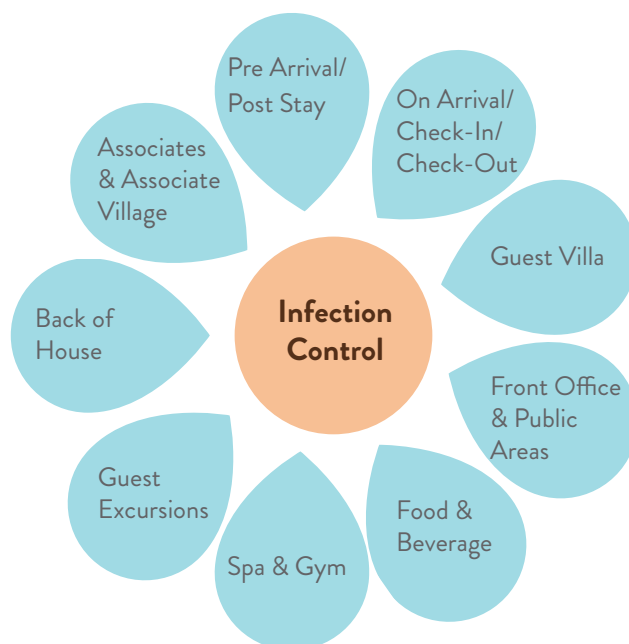
PHASES & STRUCTURE OF RESPONSE

The response of Coco Collection / Sunland Hotels to Covid-19 and its subsequent effects on operations has been divided into 4 phases.

The Phases of Covid-19 Response for Infection Control



Infection Control Measures will be extended across all areas of the resort:





1. LOCK DOWN PERIOD

During the nationwide lockdown, all the properties of Coco Collection and Sunland Hotels 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, repair works, and associate training.

2. 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 Trainings

All associates will need to be trained on the below procedures and protocols. These measures have been introduced in order 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 Trainings are available in Annex.

Training conducted by NSURE Private Limited

All our associates will be trained by NSURE, a leader in Health & Safety practices in the hospitality industry.

Training will be conducted prior to the property reopening. A review will be done in November 2020 and any necessary trainings 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.

3. RE-OPENING: CRITICAL INFECTION CONTROL MEASURES

This section outlines the preventive policies and procedures that shall be implemented and carried out across all areas of resort operations for infection control for the comfort and safety of our guests and associates.

INFECTION CONTROL

- As a first step an Infection Control and Crisis management team (IC team) shall be established prior to resumption of operations.
- Infection Control team 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 IC 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 before they return to work at the resort.
- A designated area shall be made available to establish a health screening & information desk.
- An area shall be designated for isolation of the guest if and when required.
- Resort shall allocate facilities and make arrangement for associates to self-isolate when necessary as instructed by HPA (Health Protection Agency).
- Guest Service associates shall be trained in the use of personal protective equipment (PPE).
- Adequate stock of medically certified PPE (Masks, Gloves, Face Shield, Gowns, Caps and boots or boot covers) shall be available at the resort.
- A medical officer shall be on site who has undergone HPA certified training Covid-19 management, isolation procedure and sampling.
- Resort clinic shall comply with minimum standards applicable under existing regulations.
- Resort shall submit a health and Safety guideline to the Ministry of Tourism for approval prior to reopening. (It shall include plan of separate accommodation and facilities between associates who directly interact & who have to travel off site frequently and back of house associates.
- 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.
- Guest temperature shall be taken once daily at the restaurant entrance. Guest must be advised what the temperature is. If the guests do not visit the restaurant on any day, an alternative shall be arranged with them to obtain the temperature.
- Any associates exiting the resort must undergo Covid-19 screening and quarantining (Associates picking up guests at the airport are exempt) *
- 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. Although it is probable that guests are already familiar with these measures, they should be reminded as a form of hospitality. Specific protocols on these measures are outlined below.

PERSONAL HYGIENE ETIQUETTE

- Personal Hygiene indicated in this document refers to hand hygiene and respiratory 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 remain stocked and operational at all times.
- 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 provided with sealed reusable masks as part of in villa amenities. 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.

PHYSICAL DISTANCING MEASURES

- Physical distancing refers to measures in place to maintain a distance of at least 1m (3 ft) 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 hand on the heart gesture.
- Physical Interactions with guests will be minimized and where ever possible directed to digital methods.
- Communications with guests will be digitalized where ever possible through the use of iPad, 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 where ever 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.
- Alternative options for tipping shall be introduced such as tipping box.



DISINFECTING MEASURES

- A deep cleaning and sanitization 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 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.
- 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.
- 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. Cleaning does not kill germs but helps remove them from the surface.
- Avoid the use of spray bottles or pressurized sprayers that might aerosolize contaminants.
- 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.



4. RE-OPENING: ADDITIONAL MEASURES AROUND THE ISLAND

In addition to infection control, hygiene, physical distancing, and disinfecting measures, further measures will be introduced for the safety of all guests and associates. These additional measures will also include steps to maximize the guest's comfort during the initial stages of re-opening. Special consideration shall be given to ensure alternative initiatives are in place where ever possible for areas where services are restricted or suspended due to infection control.

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 automated email or through Tour operator communications prior to guest arrival.
- The digital check-In form shall also enquire guest preferences for the Mini Bar and other In Villa amenities in order to minimize high touch items in the villa.
- Guest will receive a digital information kit on our Covid- 19 responses prior to arrival.
- A Post Stay Automated 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 be required to maintain the safe distance of 1 meter (3 ft) between themselves and the guests at all times.
- All Airport representatives are required to install and utilize the 'Trace Ekee' Application.
- Speedboat capacity will be reduced per transfer to comply with physical distancing guidelines. Capacity must be displayed on board. Seating arrangements shall be managed on board to allow space between parties.
- Guests will be provided with facemask to be worn during the transfer between the airport and the resort. This also applies to any other boat rides guests may take during their stay.
- All Speedboat crew and Airport reps shall wear PPE as required by the local authorities. (Refer to Annex on PPE guidelines.)
- Speedboat crew and Airport reps shall work in staggered teams with no contact between teams.
- Speedboats, including life jackets must be disinfected as per new protocols between each transfer.
- Speedboat crew and Airport reps shall carry out personal disinfecting procedure at the end of each shift.
- Option of speed boat transfer from MLE airport to Coco Palm Dhuni Kolhu will be available for guests.
- Any Seaplane specific Seaplane Transfer protocols will be relayed when available.



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 health desk before being permitted to check-in.
- All other guests will be escorted directly to their villas from the Jetty. Their villa keys will be sanitized and placed in the villa.
- Welcome drinks will be placed in the villa for the arriving guests.
- 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 where ever possible. Any remaining process to be done in the villa as much as possible.
- Until a Digital billing system can be in place, each individual bill folder and pen shall be disinfected prior to and after every guest use.



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:
 - Deep clean the entire villa including the bathroom.
 - Check all fittings for correct operation.
 - Check the plumbing for correct operation.
 - Check the operation of AC system and clean the filter.
 - Disinfect all portable, high touch devices using alcohol solutions.
 - All surfaces and fittings will be disinfected with appropriate disinfectants.
- In Villa communications to be digitalized and a system shall be implemented to replace the compendium and other paper communications
- A new amenity Kit will be introduced and will include infection prevention essentials such as hand sanitizers, facial masks, and swabs for cleaning phones, credit cards, etc.
- 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 at Coco Collection properties are designed with sufficient space in between and hence act as an added measure of distancing between guests.
- The rooms at Biyadhoo shall be allocated leaving one vacant room in between two occupied rooms 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 sanitization measures will be implemented to ensure these areas are disinfected adequately.
(Remote controls, Door knobs, switches, taps)
- Villa attendants will be in full protective gear at all times.
- Villa attendant will indicate date and time of villa cleaning and disinfecting with a tent card 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.

Guest Excursions & Activities

- Front office manager shall review all excursions and temporarily suspend any excursions or activities which carry a risk of infection spread or require actions that does not comply with hygiene and physical distancing measures.
- Third Party Operations such as the Dive Center and the water sports center where applicable, are required to adhere to guidelines set in this document and particularly to those that apply to guest excursion.
- 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 boats and other 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 & Chinese.
- Experiences that require seating setups (e.g. Coco Cinema) shall be reviewed to ensure minimum 1 m (3 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 (i.e 1 room per session, 2 rooms per boat dive).
- 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 as lending of snorkels will be suspended temporarily. 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 in order to facilitate contact tracing, if required.

Front Office & Public Areas

- A plan to digitalize communications shall be implemented, where iPads will be used as the main FO communication tool.
- Where ever possible guest will be directed to digital services such as mobile concierge.
- A review of Guestfolio mobile concierge shall be conducted and a plan put in place to increase its use for booking and amending guest excursions and activities.
- 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.
- A distance of 1 m (3ft) shall be maintained between the guest and associates.
- Seating areas and tablets, check holders, registration folders, and scanners to be disinfected after every guest use.
- 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.
- 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 guidelines.
- Public Pool will be temporary closed.
- Buggies shall only accommodate one villa/group at a time.



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 buffets are taken into consideration and adequate replacements are in place for guests. A combination of La carte, set menu service with limited live cooking to be introduced.
- Guests may utilize their meal plan as a credit, should they wish to order the set menu to the Villa. Furthermore, the full IVD menu will be available for guests and will be charged as usual.
- All food handlers to wear appropriate protective gear including face masks. (Refer to Annex)
- Restaurants shall provide menus on iPads, which will be disinfected after each table has used it.
- The number of tables at each outlet will be reduced and spaced out further to enable physical distancing.
- All table clothes including place mats, cloth napkins and coasters shall be temporarily removed.
- 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.
- In the case of Coco Palm Dhuni Kolhu, bottling plant shall be given 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.

Spa & Gym

At the Spa:

- Spa managers shall review the spa menu and suspend or adapt treatments where necessary for added caution. (Annex 11- Spa menu and service changes)
- Spa bookings shall be made minimum 24 hours 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 for a minimum of 3 hours 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 Gym:

- 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.
- An air purifier shall be installed in the gym for proper ventilation.
- Equipment shall be rearranged to ensure safe distance of 1 meter (3 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.
- Guests must register at the Spa in order to use the gym facility to allow for the management of limited capacity and also to maintain a log of patrons. 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.



Associates & Associate Village

- 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.
- A plan worked out to allocated associates into 'bubble' teams within each respective department where ever possible. These teams shall not mingle with each other or across departments where ever possible. (i.e FO to have two separate teams inclusive of LSH, GRO, FOH, Desk Agent with separate shifts)
- All associates arriving in the resort from overseas before July 15, 2020 shall be quarantined for 14 days.
- All associates arriving in the resort from islands not under monitoring or without reported cases can report to work without any restriction.
- Associates arriving from islands under monitoring shall be subjected to a 14 day quarantine period in the resort prior to reporting to work.
- Associates shall be allowed to exit resorts in-line with national guidelines as recommended by HPA (Associates travelling exclusively to airports for the purpose of escorting arriving or departing tourists will be exempted from this procedure).
- Third Party workers, entertainers and artists may perform at the resort without additional restrictions after 1st August 2020.
- 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.
- Specific set meal times may be assigned to associates, especially for those working in close contact with the guests (Boat crews, FO team, HK team, F&B service team)
- Associate Kitchen and service team to frequently sanitize all the used cutlery and crockery after every use.
- Meals to be served from the buffet by the kitchen associates to avoid handling of service utensils by the associates. Introduce live cooking where ever possible.



- Associates shall maintain a limit of 4 persons rule when socializing at any given time. Team sports and competitions shall be suspended temporarily.
- 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. (e.g Installation of more wash basins around the associate if required) (Annex 12 Associate Accommodation Plan). This shall include increased surface cleaning and disinfecting of all areas including the mosque after every prayer.

5. BACK OF HOUSE OPERATIONS

House Keeping- During guest stay

- A time schedule shall be done for daily villa service, cleaning and disinfecting.
- Housekeeping associates must practice diligent hand hygiene at all times during their shift.
- Housekeeping associates must enter guests' villas wearing the appropriate PPE provided in this guideline.
- 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.
- Provide a linen bag for the guest to place their dirty linens in.
- Advise guests to tie laundry leave them 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 Dhoni shall be disinfected after each shift.

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 three (3) hours 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.
- Avoid the use of spray bottles or pressurized sprayers that might aerosolize contaminants.
- 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.
- Steam clean fabric items that cannot be laundered (e.g., plush chairs and drapes).
- 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 dishwashing.

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., QUATs or 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 work stations 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 dishwashing. Minimize the use of sprayers to remove food and residue.
- Regularly clean and disinfect carts 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.

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.
- Clearly mark laundry bins as 'clean' or 'dirty'. Ensure dirty laundry only contacts dirty laundry bins, and clean laundry only contacts clean laundry bins.
- Clean and disinfect clothes hampers according to manufacturer's guidance. Consider using a liner that can be laundered.
- Clean and sanitize the frontloading area of washing machines frequently.
- Linings to be inserted into existing soiled linen baskets
- Soiled linen receiving area shall be disinfected on a daily basis and entire laundry to be disinfected at the end of each laundry operation.



Technical & Maintenance services

- Water disinfecting and Pool quality
 - Water quality of the pool shall be checked twice daily and maintained at 1.0 – 1.5 ppm at all times. 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.
- Dishwashing and laundry equipment - The proper functioning of the dishwashing 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 dehumidification 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


Procurement

- Procurement department shall map suppliers and service providers such as Fuel delivery and identifying those known to be located in high-risk locations, in order 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 stores
- All supplies need to be fully sanitized or washed before entering the stores and refrigerators
- Ensure area is sanitized at regular intervals
- 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 in to 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 in to the storage. (Cl2 solution of 1.5 ppm may be used)

Waste Management

- Wherever possible, waste should be handled by a designated person or small, designated team.
- Separate bins shall be provided 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 waster 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 from a room a villa or room where a person is quarantined or isolated should be labelled as “infectious waste”
 - 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 available at the resort, 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.

6. POST CRISIS CONTINUATION

After the initial re-opening phase, associates will continue to follow the measures laid out in this manual. The Infection Control Team will be responsible for monitoring the situation on the properties. Depending on how the situation develops both on a national and global level, these measures will be adapted accordingly pending approval from the Board of Directors.

Monitoring

- The Infection control team shall continue to monitor the Covid -19 pandemic situation and advise any necessary adaptations required. Any adaptations shall be proposed to the Board for approval.
- All Covid-19 response protocol and procedures in place will be continuously supervised by the IC team to ensure they are operating effectively.
- Guest illness or symptoms will be continuously monitored to provide early detection and initiate emergency procedures if necessary.
- Local infection indicators will be monitored continuously to assess the level of overall infection risk.
- Guest and Associate communications are in place in order to ensure infection control actions can be implemented effectively should any changes become necessary.

ANNEXES



1. Incident Procedure & Guidelines

All resorts 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

- As per Section 3- Infection Control, 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 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.



Isolation & Quarantine

- Guests and associates can be Isolation and quarantined in their own rooms.
- 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:
 - o Restrictions shall be placed by management on anyone entering the room during this period.
 - o 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.
 - o Meals and other necessitates shall be served directly to the room during this period and handover outside the door.
 - o Utensils and other personal items shall be separated and a mechanism in place for laundry and waste disposal.
 - o Mask should be used by the individual in isolation and others if there is any contact within 6 feet.
 - o 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.
 - o 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.

- For associates quarantined at the resort
 - o They may be in their own room; however, associates shall be quarantined in a separate room from any other person, and preferably with an attached bathroom.
 - o The individual's condition shall be assessed daily and temperature taken twice daily. This could be done over a phone call.
 - o If entry into the room is essential by medical officer, they should wear appropriate PPE.
 - o Mask should be used by the individual in isolation and others if there is any contact within 3 feet.
 - o Utensils and other personal items shall be separated and a mechanism in place for laundry and waste disposal.
 - o Meals and other necessitates shall be served directly to the room during this period and handover outside the door.
 - o 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

Disinfection during Isolation or Quarantine

Source: Ministry of Health & HPA guidelines for the Tourism Sector.





2. List of Trainings

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 of the pools

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



3. List of Communications

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, Chinese.
- Signage – tent card indicating Villa cleaning & disinfecting date & time.
- Physical distancing signage in English and Chinese.

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.
(QR codes to download displayed on Associate notice boards)
- 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.
- Names & Contact details of Infection Control Team to be displayed on all Associate notice boards.



4. List of Infection Control Supplies

Essentials

- o Disposable facemask
- o Disposable Gloves
- o PPE gowns & Shoe covers
- o Reusable masks (Made in house)
- o Filters for reusable masks

Disinfecting Material

- o Surface / Laundry disinfectants - source through existing supplier
- o Touchless Hand Sanitizer Dispenser & refill
- o Pocket Size Hand Sanitizers
- o Alcohol wipes for cleaning phones, credit cards, etc.

Innovative Disinfectants & Digitalization

- o Ultraviolet Disinfecting Wand
- o Electrostatic disinfectant Spray
- o Digital Thermometers
- o iPads
- o Digital Displays

5. PPE Guidelines

- All associates to wear reusable face masks as issued by the company whenever they are on duty.
 - Reusable face masks need to be washed after every shift in a washing machine with hot water and detergent, or by hand using hot water and soap. The masks should be left to air dry.
 - Associates should place the face masks in a paper envelope when not in use (such as during mealtimes) and they should not be put anywhere else such as on the table or inside pockets or bags. Any disposable PPE such as masks, gloves, and protective gowns must be immediately disposed of into a covered dustbin.

Luggage Handling

- Associates to wear disposable gloves when handling guest items such a luggage at the airport, on the speedboats, or when delivering to guest villas.
- Disposable gloves must never be reused and must be disposed of properly after every use.

Food Handling (All Kitchens, Restaurants, & Bars)

- All associates working in the kitchens, restaurants, and bars to wear masks and disposable gloves when preparing and serving food.
- All associates handling food must wear an apron over their uniform.

Housekeeping

- All housekeeping staff must wear gloves and aprons when cleaning the guest villas. Gloves and aprons must be changed between each villa cleaning.
- Utility gloves must be washed with soap and water between in each villa cleaning.

Suspected Cases

- In the event of a suspected case of Covid-19, the individual shall be provided with a mask and isolated immediately in the designated area.
- All meals will be delivered by an associate wearing a mask and gloves. The isolated individual must also wear a mask when receiving the meals.
- If absolutely necessary to go inside the isolation room, the associate will need to wear a face mask, a face shield, gloves, protective gowns, and shoe covers over closed shoes.



6. Infection Control Posters

- Hand and Respiratory Hygiene etiquette and Posters
- Physical Distancing posters
- Touchless Hand Sanitizer Locations



7. Physical Distancing – Outlet Seating

Coco Palm Dhuni Kolhu:

- o Cowrie: 120 covers in 2 wings (normally 180)
- o Conch Bar 42 covers in 2 wings (normally 70)
- o Cornus and Beach bar shall open only if occupancy is above 50 %
- o Menus from all outlets will be available at the open outlets

Coco Bodu Hithi:

- o Air: 80 covers (normally 160)
- o Stars:
- o Aqua and Tsuki shall open only if occupancy is above 50 %
- o Menus from all outlets will be available at the open outlets

Biyadhoo Island Resort:

- o Restaurant: 30 covers (normally 96)
- o Plated service at Lunch & Dinner. Breakfast to the room.
- o Bar: 25 tables indoors and 10 outdoor



8. 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 table tops 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

- Treatment rooms will be disinfected twice a day but attention will be paid when having to use same treatment room. A proper disinfecting will be done in



9. In Villa Amenities

List of New In-Villa Amenities

Welcome Care Kit:

- o Reusable Face masks
- o Pocket Size Hand Sanitizer
- o Alcohol Wipes for cleaning phones, etc

List of Removed In- Villa Amenities

Amenities removed from the Villa will be communicated to the guests, and will be available upon guest request.



10. Government Guideline for Tourist Entry into the Maldives

Source: Guideline for Restarting Tourism in the Maldives by the Ministry of Tourism.

Booking


- A prior confirmed booking in a registered tourist facility is compulsory.
- The entirety of the stay shall be booked in one facility. However, exemptions shall be made for those requiring transit arrangement.

On Arrival Visa Procedure

- A confirmed pre-booking in a registered tourist facility is a pre-requisite for the visa
- Tourist visa extensions shall be made available to long stay tourist who may require visa extensions due to quarantine measures without any further fees.
- Tourists must provide emergency contact information during the visa issuance process.

Entry at the Airport

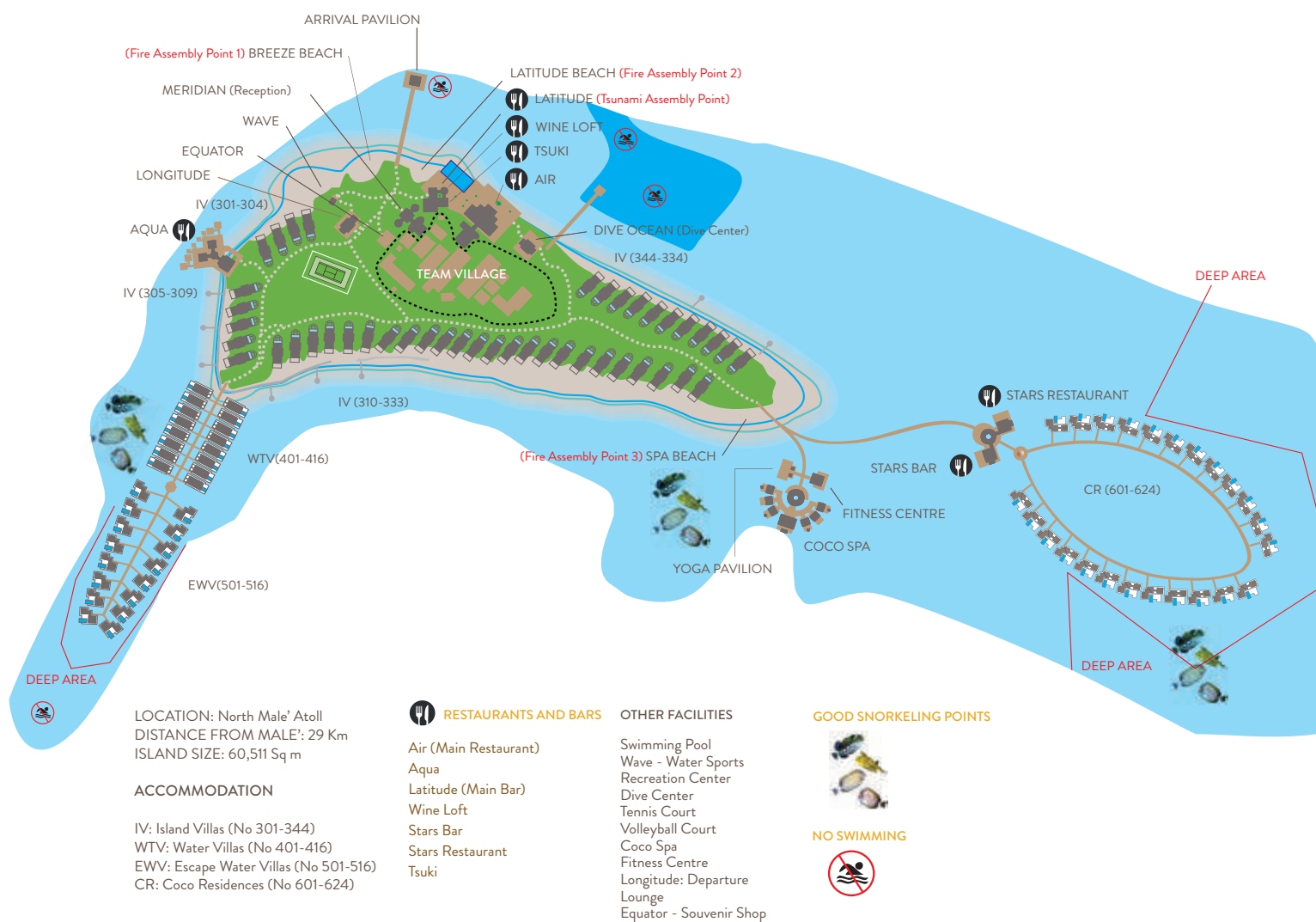
- Temperature checks and screening measures will be carried out at the first point of entry for tourists and special attention will be paid to individuals exhibiting COVID-19 symptoms including, but not limited to, cough, runny nose or shortness of breath.
- Those exhibiting COVID-19 symptoms on arrival must undergo a PCR test. If one member of a group traveling together displays symptoms, all members of the group shall be tested.
- Health Authorities may elect to conduct randomized PCR tests on individuals arriving in Maldives. Government will bear the cost of random tests.
- At the airport, tourists will be isolated from the point of identification of symptoms or based on positive test results.
- Tourists requiring PCR testing on arrival shall be accommodated in a transit facility until their PCR results are received.

- 
- In the case of a positive PCR result, the tourist facility, where the tourist is booked to stay in the Maldives, shall be given the option of transferring the tourist to their booked accommodation to isolate in their designated room or to isolate in a government run facility. These options will also be subject to the individual's medical condition.
 - Tourists or passengers and airport staff must maintain a distance of at least 1 meter at all times.
 - Tourists or passengers and airport staff must maintain a distance of at least 1 meter at all times.
 - Tourists or passengers must wear face masks.
 - The practice of good hand hygiene through hand washing and/or use of hand sanitizer is recommended.
 - All visitors to the Maldives' are encouraged to install the contact tracing application 'Trace Ekee' upon or before arrival into the country.

11. Property Profiles

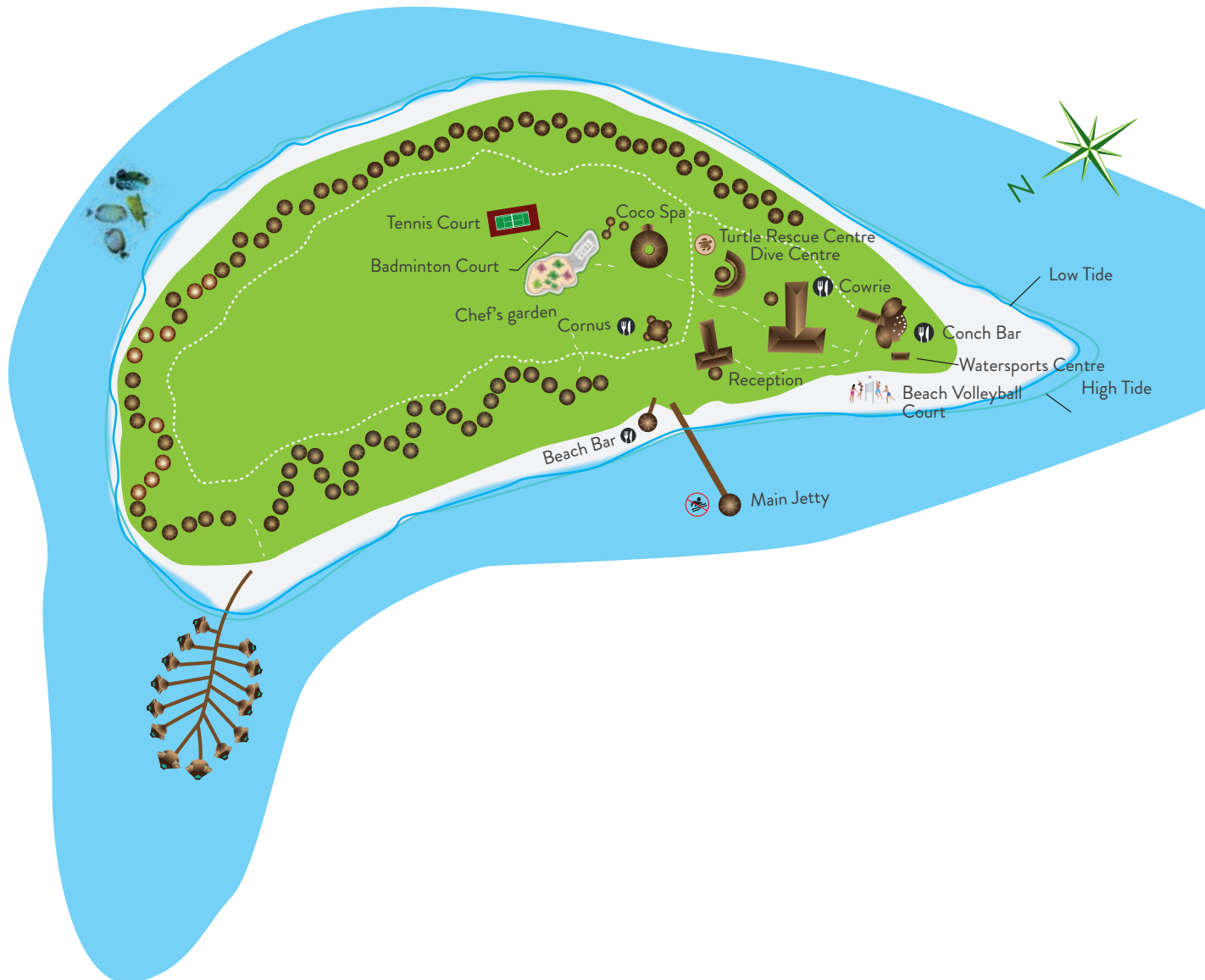
Coco Bodu Hithi:

- o Location: North Male' Atoll
- o Distance From Nearest Medical Facility: 24 KM (Male')
- o No of Villas: 100
- o Villa Categories : Island Villa, Water Villa, Escape Water Villa, Coco Residences



Coco Palm Dhuni Kolhu:

- o Location: Baa Atoll
- o Distance From Nearest Medical Facility: 4.5 KM (Thulaadhoo Island)
- o No of Villas: 98
- o Villa Categories : Beach Villa, Sunset Beach Villa, Deluxe Villa, Lagoon Villa, Sunset Lagoon Villa



Location: Baa Atoll
Distance from Male': 124 Km

ACCOMMODATION

Ocean Front Villas
Beach Villas
Sunset Beach Villas
Deluxe Villas
Lagoon Villas
Sunset Lagoon Villas



RESTAURANTS AND BARS

Cornus Restaurant
Beach Bar
Conch Bar
Cowrie Restaurant

OTHER FACILITIES

Watersports Centre
Dive Centre
Tennis Court
Volleyball Court
Badminton Court
Coco Spa
Marine Turtle Rescue Centre

GOOD SNORKELLING POINTS

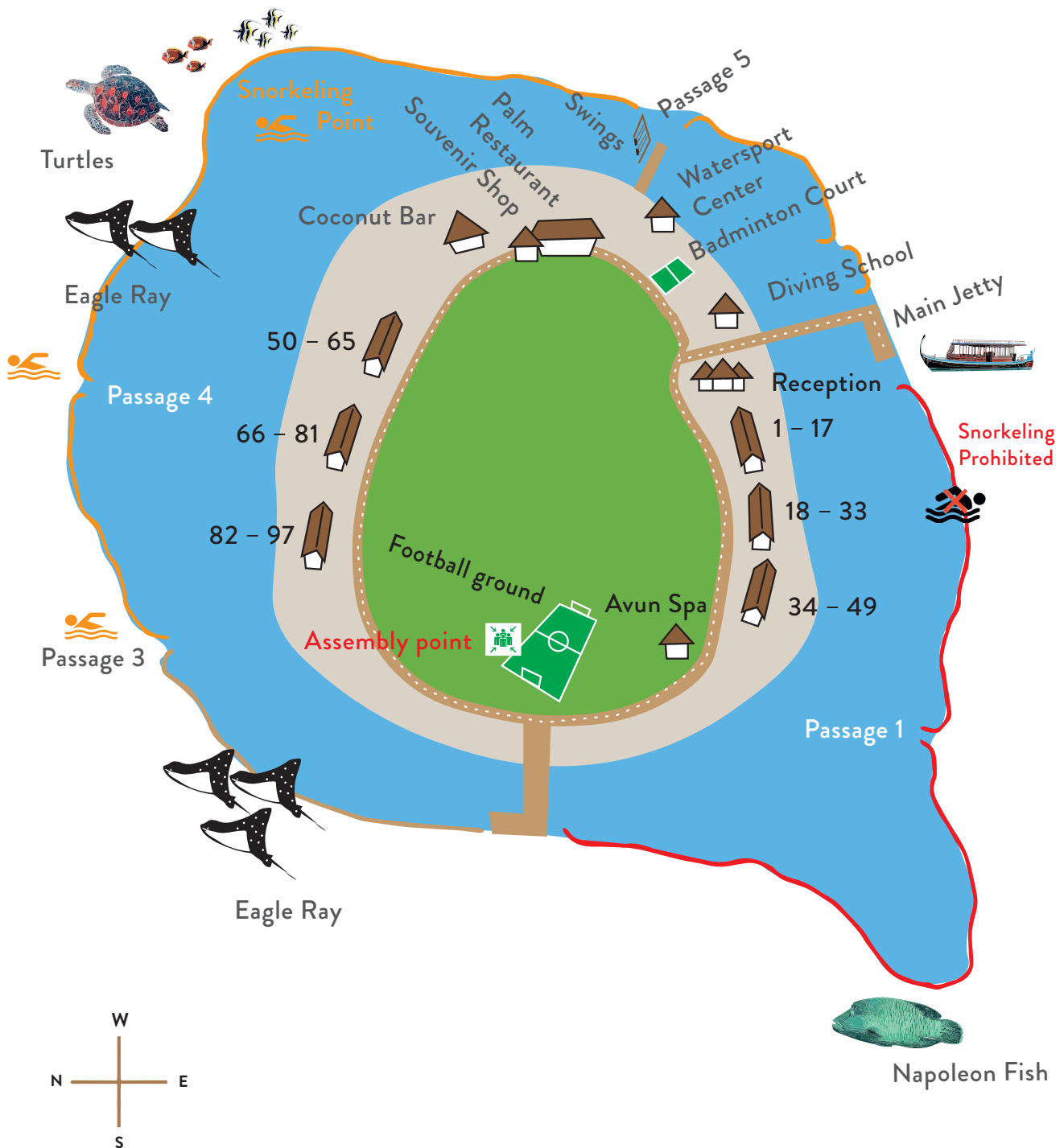


POINTS TO AVOID SNORKELLING



Biyadhoo Island Resort:

- o Location: South Male Atoll
- o Distance From Nearest Medical Facility: 24 KM (Male')
- o No of Rooms: 68



Passage 1 – 2: Not recommended to snorkel due to high current
 Passage 3 – 6: Safe to Snorkel

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