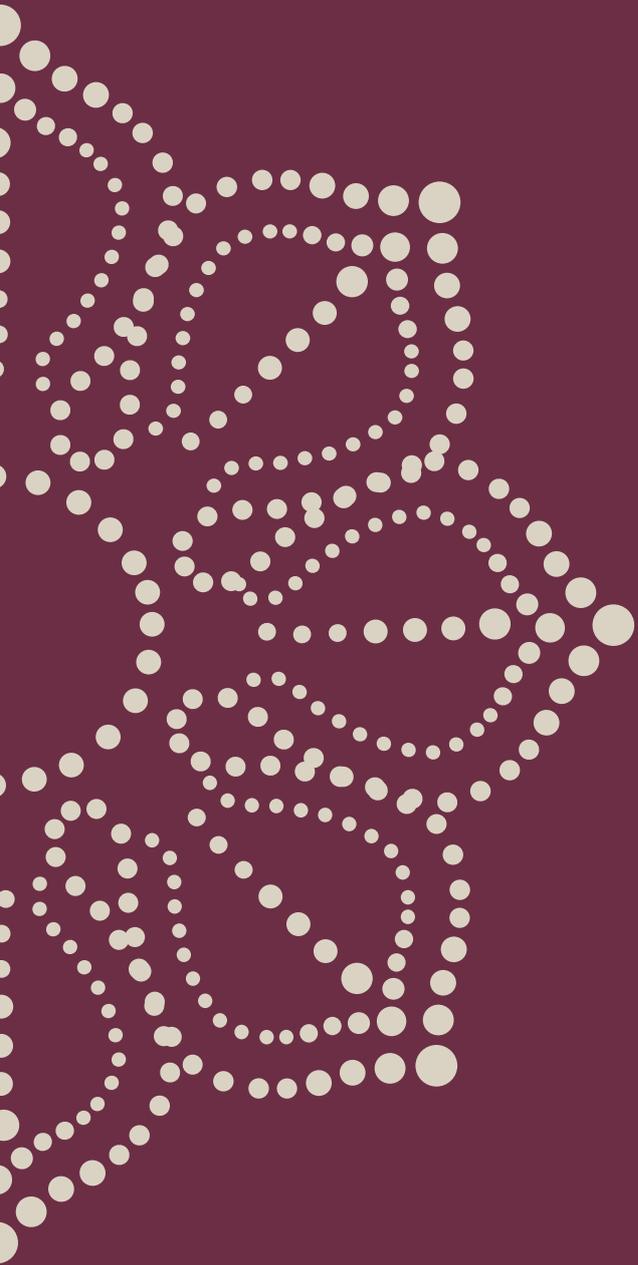


Uga



COVID-19
HEALTH & SAFETY
RESPONSE GUIDE

Message from Our CEO

On behalf of Uga Escapes and our associates we would like to assure you that in these times of insecurity surrounding travel, your safety and wellbeing remain our highest priority. While the situation around COVID-19 remains uncertain, we would like to highlight the steps we have taken for your safety and to provide maximum flexibility for your travels and peace of mind.

As we adapt and adjust our daily practices to handle the challenges that the COVID-19 pandemic has set for us, we have taken the advice of the WHO and local government authorities to bring about a change in our hygiene and safety protocols to ensure the safety of our guests and associates for when we are able to welcome you back to our beautiful resorts.

These rigid guidelines that we have placed will be overseen by a dedicated team at each property, with all team members receiving ongoing training to provide guests with up-to-date information.

Elevated sanitation across all resorts includes hospital grade disinfectants for use against COVID-19 and others for a higher level of disinfection coverage. Our sanitization methods extend from all guest areas to supply chain deliveries, culinary preparation areas and housekeeping procedures as well as associate quarters and back of house areas. Guest wellbeing throughout their stay is also being enhanced by limited contact, social distancing and private experiences, check-in procedures, dining and immunity-boosting cuisine prepared by our Chefs.

Rest assured this time will not be spent in-vain, the pause in arrivals will give us the time and space to innovate our offering and the ability to curate new and exciting experiences and culinary adventures. Our teams will be busy at work while eagerly awaiting your return.

Until then please stay home, be safe and healthy!

Wishing you good health and wellbeing,

Mr. Ramli Ghaffoor,
Director/ CEO

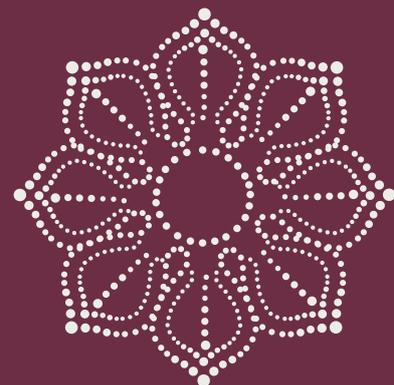
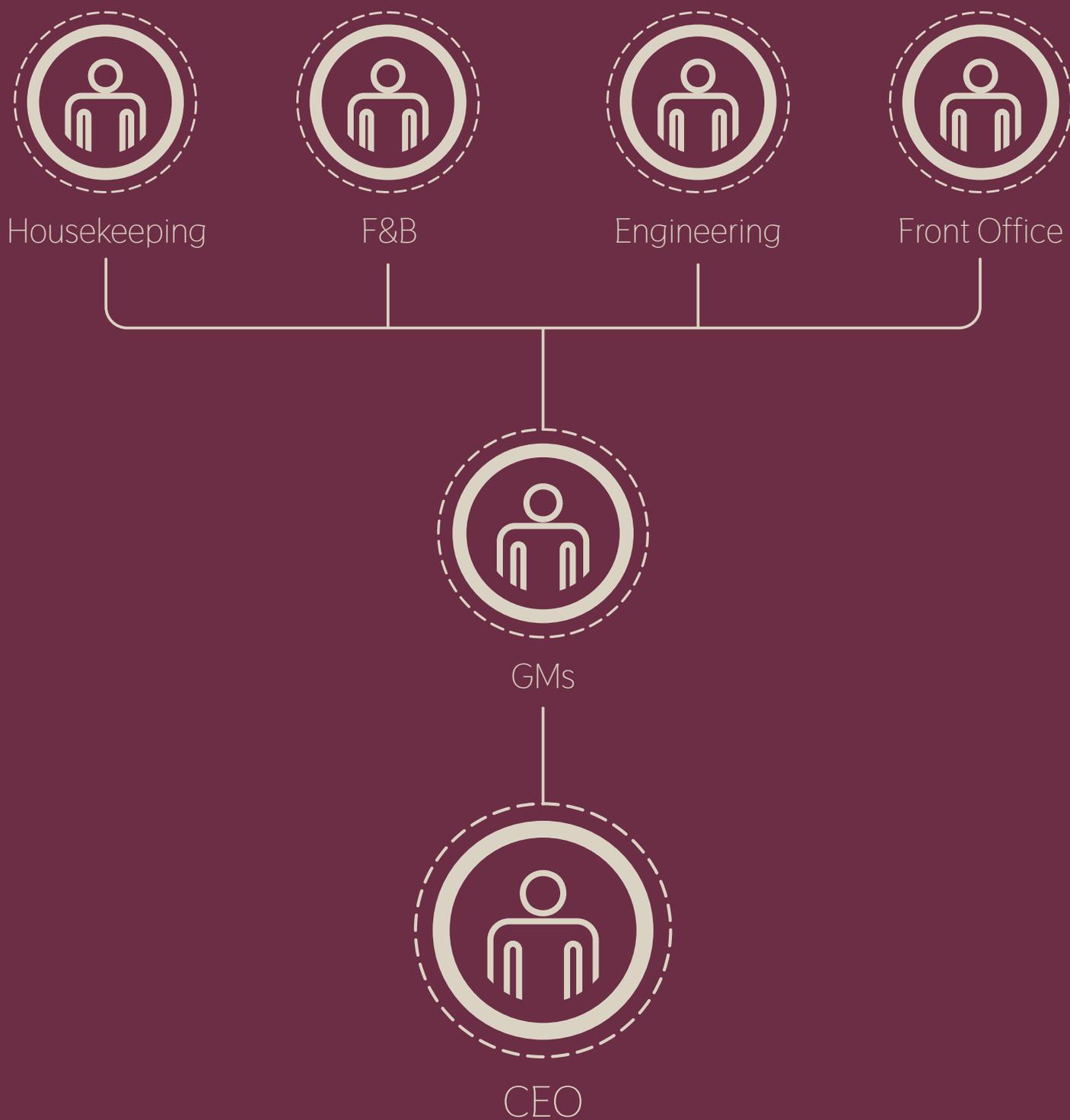


Table of Contents

Message from our CEO	1
Table of contents	2
Health and safety team	3
Head of departments	3
Contractors / Third Party Visitors Screening Hygiene Guidelines	4
Staff Entrance Hygiene Guideline	4
Guest Arrivals / Reception Hygiene Guideline	5
Public Areas Hygiene Guidelines	5
Rooms Hygiene Guidelines	6
Bathrooms Hygiene Guidelines	7
Pools / Private Pools Hygiene Guidelines	7
Restaurants & Bars Hygiene Guidelines	8
In villa / Room / Experience Dining Hygiene Guidelines	9
Gym Hygiene Guidelines	9
Spa Hygiene Guidelines	10
Kitchens Hygiene Guidelines	10
Laundry Hygiene Guidelines	10
Guest Transport Vehicle Sanitization Hygiene Guidelines	11
Excursion, Safari Vehicles & Boats Hygiene Guidelines	11
Managing Guests With Symptoms Hygiene Guidelines	12
Decontamination Hygiene Guidelines	12

Health & Safety Team

Head of Departments



Contractors/ Third Party Visitors Screening Hygiene Guidelines



Provide PPE

- All third-party visitors will have to go through screening, starting with body temperature monitoring to identify persons with higher than normal temperatures. They can then be re-tested if necessary.
- We will further screen third-party visitors using a series of questions to determine exposure risk and if there are any respiratory signs and symptoms.
- We will be recording all details in order to easily identify any person who is at risk.



Sanitizing all equipment (tools, deliveries etc.)

- All equipment and baggage accompanied by third-party visitors will be sprayed with sanitizer over the surfaces.



Registration

- We will be collecting IDs, providing a hotel badge and will make sure only the screened third-party visitors are allowed in.
- Our security log book will maintain details of ins and outs for tracking purposes.
- Our staff members handling registration will use gloves at all times when handling IDs etc.



Contractors using resort equipment while working

- If they are using our equipment for work purposes, will be spraying sanitizer on the surfaces of all equipment before and after usage.

Staff Entrance Hygiene Guidelines



Use of hand sanitizer and face mask

- Peddle operated hand sanitizer dispensers are made available to the staff. This helps in sanitizing the hands without physically touching the water tap and sanitizer dispenser, thereby making it safe for usage.
- The staff will continue to wear the face mask worn from accommodation/home and are advised to keep them on upon arrival.



Screening

- As soon as the staff members arrive at work, we will be monitoring body temperature to identify people with higher than normal temperatures. The personnel can then be re-tested if necessary and can be referred for further COVID-19 checks in order to reduce its spread to the rest of the workforce.
- We also screen staff members using a series of questions to determine exposure risk and if there are any respiratory signs and symptoms.
- We maintain a log book with records of each staff member and their screening results in order to help identify any individual who may be at risk.



Personal baggage sanitization

- All baggage of the staff members are sprayed with sanitizer over the surfaces upon arrival to prevent transmission of germs brought from outside.



Hand sanitization after clock-in

- A peddle sanitizer dispenser is made available after clock-in as well.



Removal of personal clothes

- Personal clothes of all staff members must be removed in front of the locker in order to prevent transmission of germs brought from outside.
- All personal items including clothes must be in mandatory storage in designated lockers.



Use of PPE

- We have provided all necessary Personal Protective Equipment such as masks, gloves goggles, helmets and full body overalls in relevance to the job role.

Guest Arrival / Reception Hygiene Guidelines



Check registration with authorities

- We will be asking for proof of registration based on relevant local government health and immigration systems put in place for foreign guests.



Guest screening

- We monitor body temperature to identify guests with higher than normal temperatures. We further screen guests using a series of checks and observations in order to determine if there are any respiratory signs and symptoms. Guests are required to fill in a questionnaire upon arrival in order to determine exposure risk. Refer 'Managing a Guest Member with Symptoms' standard, for cases suspected of infection.



Offer hand sanitizer

- We provide guests with free personal hand sanitizers in order to encourage maximum hygiene throughout their stay.



Collect documents & payment

- Our staff at check-in will be wearing gloves at all times, and documents are disinfected using UV light.
- We will be encouraging card payments over cash payments and request customers to pay by card whenever possible.



Only guests with prior bookings will be allowed into the property

- We will not allow walk-ins due to the health and safety of our guests. Only guests with prior bookings will be allowed in.



Deliveries and service providers

- Refer 'Contractors / Third-Party Screening Hygiene Guidelines.'



Sanitize baggage

- All baggage of the guests are sprayed with disinfectant over the surfaces at check-in, to prevent transmission of germs brought from outside.



Public Areas Hygiene Guidelines



Regular deep Cleans

- All floors, doors, furniture and washrooms will be regularly deep-cleaned by well-trained cleaners.
- All floors, doors, door handles, switches, furniture and washrooms will be sanitized thoroughly.
- Cleaning will take place every 03 hours with checklists maintained.



Use hygienic cleaning materials and tools

- All hygienic cleaning materials and tools and hand sanitizer dispensers are adequately provided to ensure guests and staff have access to sanitizer and other cleaning products at all times.

Rooms Hygiene Guidelines



Collection of soiled linen

- Soiled linen from rooms will be collected in separate hampers.
- Cleaning staff will be wearing gloves at all times.
- Soon after the completion of cleaning, soiled linen will be handed over to the laundry.



Clean and sanitize all hard surfaces, remote controls, switches and other controls. Door handles last

- We will be cleaning and sanitizing all hard surfaces and common contact places including door handles and switches.
- Additionally, we will be using UV light to check and disinfect.
- We will be having checklists to ensure meticulous maintenance.



Bed making

- We use fresh bed linen at all times.
- We will be cleaning and sanitizing surfaces of the bed as well.
- Additionally, we will be using UV light to check and disinfect.
- We will be having checklists to ensure meticulous maintenance.



Clean and sanitize soft surfaces – carpets, drapes, throw cushions etc.

- We will steam clean all soft surfaces and sanitize.
- Additionally, we will be using UV light to check and disinfect.
- We will be having checklists to ensure meticulous maintenance.



The Clean Guarantee: We will be placing a room seal on doors to indicate that the room has not been accessed since being thoroughly cleaned.

1. Switches & Electronic Controls

Lights, lamps, switches and electronic controls.

2. Handles & Knobs

Doors, closets, drawers, furniture knobs and drapery pull handles.

3. Major Bathroom Surfaces

Toilet handles and seats, splash walls, shower/tub controls and sink faucets.

4. Climate Control Panels

All panels, buttons and touch areas

5. Telephones, Remote Controls And Clocks

Handsets, dial pads and function buttons.

6. Bed & Bedding

All bed linens including duvet covers, pillowcases and sheets

7. Bath Amenities

Dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.

8. Hard Surfaces

Tables, desks and nightstands.

9. Closet Goods

Iron, safe handle and keypad.

10. In-room Food & Beverage

Cutlery, glassware, ice buckets, mini bars, kettle and coffeemaker.

11. Pool & Deck Chairs

Deck chairs, pool railings, pool towels and umbrellas.

Bathrooms Hygiene Guidelines



Collection of soiled linen

- Soiled linen will be collected in separate hampers. Staff members will be wearing gloves when handling soiled linen.
- As soon as the cleaning is completed, soiled linen will be handed over to the laundry.



Clean wash basin, WC, bath tubs, shower room, faucets, mirrors, tiles and door handles

- We use high quality chemicals for all cleaning, and all surfaces will be wiped dry.
- Public spaces will be cleaned every 03 hours, and guest areas will be cleaned every 08 hours. hours, and surfaces in guest areas will be cleaned every 08 hours.



Sanitizing all the surfaces

- All surfaces will be cleaned using appropriate sanitizer types.
- Surfaces in public spaces will be cleaned every 03 hours, and surfaces in guest areas will be cleaned every 08 hours.



Ensure all hand sanitizer dispensers are adequately filled

- All hand sanitizer dispensers will be adequately filled to ensure guests and staff have access to sanitizer at all times.

Pools/Private Pools Hygiene Guidelines



Collection of soiled linen

- We use high quality chemicals for all cleaning, and all surfaces will be wiped dry.
- Public spaces will be cleaned every 03 hours, and guest areas will be cleaned every 08 hours. hours, and surfaces in guest areas will be cleaned every 08 hours.



Sanitize all sunbeds, umbrellas, side tables and shower areas

- All poolside surfaces will be wiped clean with disinfectant and sanitized after every use.
- We will be having checklists to ensure meticulous, systematic maintenance.



Handling pool pumps and water treatment process

- Pool pumps will only run during operational hours. Water treatment process will be done on a daily basis.
- We will be having checklists to ensure meticulous, systematic maintenance.





Restaurants & Bars Hygiene Guidelines



Maintain social distancing

- At our restaurants and bars, we will be strictly maintaining distance of 1 meter at all times.



Cleaning furniture & fixtures

- We will be cleaning and sanitizing tables, work stations, chairs and equipment at the end of each dining experience.



Bill settlement

- We will be sanitizing bill folders and pens after each bill settlement and place in sanitized basket.



Sanitizing menus

- We will be sanitizing menu holder and laminated paper after each use and store in sanitized menu basket.



Presenting menus

- Our staff members will be wearing gloves when placing menus on sanitized trays.
- Guests will be offered the menu on a sanitized tray from which they can collect the menu themselves.



Taking back menus from guest

- When taking back the menus, guests will be asked to place menu on tray themselves.
- The menus will then be removed to sanitizing area and go through the sanitizing process once again.



Cleaning / sanitizing cutlery/ crockery/ glassware

- We will be using the dishwasher at 80 degrees to ensure maximum hygiene.
- Our staff members will be wearing gloves at all times during the cleaning process.
- All items will be wiped using water and lemon water for extra protection.



Dishwasher maintenance

- When using the dishwasher, we will be changing water after every meal period.
- We will strictly adhere to recommended chemical dosage to ensure maximum hygiene.
- The temperature will be maintained to ensure maximum hygiene.

In-villa / Room / Experience Dining Hygiene Guidelines



Preparing the service trays / mise-en place

- We will be cleaning/sanitizing the utensils in preparation for service.



Food & Beverage service

- Our staff members will wear gloves in front of guests prior to serving in order to provide maximum assurance.



Pick up food from the counter

- All meals will be cloche/cling film secured for maximum hygiene.
- A thorough sanitization process will be followed before and after every pick up.



Performing Clearance

- When clearing meals, our staff member will always wear gloves.
- Glasses/plates will be held from the bottom at all times.
- Gloves to be removed only after staff member moves to the wash-area.



Gym Hygiene Guidelines



Collection of soiled linen

- Soiled linen at the gym will be collected in separate hampers.
- Soon after the completion of cleaning, soiled linen will be handed over to the laundry.



Clean & sanitize gym equipment, switches, door handles, mirrors & all surfaces

- We use proper, high quality chemicals for all cleaning.
- Only two guests will be allowed into the gym at a time.
- Please book gym facilities with the front desk.
- The gym will be completely sanitized after every use.



Ensure all hand sanitizer dispensers are adequately filled

- All hand sanitizer dispensers will be adequately filled to ensure guests and staff have access to sanitizer at all times.



Handling guest personal belongings

- Personal belongings of guests will be kept in a designated area and should be sanitized after every use.

Spa Hygiene Guidelines



Self sanitization

- All our spa staff will go through a self cleaning and sanitization process before starting work.



Clean and sanitize spa reception area, door handles, switches & welcome amenities

- We will wipe clean and sanitize all surfaces and amenities.
- All items will be cleaned before start of the day and after every use.
- Checklists to be maintained to ensure meticulous maintenance.



Maintaining guest belongings storage

- We provide separate wardrobes for each guest to store personal belongings.
- Storage wardrobes will be sanitized before start of the day and after every use.



Treatment rooms, tools, switches, door handles and equipment to be cleaned and sanitized

- We will be cleaning and sanitizing tools after every use as well as common contact places such as door handles and switches.
- Fresh linen will be placed after every use.
- Apart from sanitizers, UV light will be used for disinfection.



Handling personal guest belongings

- We will not be handling guest belongings.



Maintain personal hygiene during the work shift

- We provide separate wardrobes for each guest to store personal belongings.
- Storage wardrobes will be sanitized before start of the day and after every use.

Kitchens Hygiene Guidelines



Self sanitization

- Maximum cleanliness and sanitization of utensils and work stations.
- We will be cleaning and sanitizing equipment and work surfaces before and after every use.



Handling ready to eat food

- Our kitchen staff is fully trained to handle food without physical contact.
- The kitchen staff is advised to handle food only with tongs or spatulas.
- All staff handling food will be wearing appropriate PPE.

Laundry Hygiene Guidelines



Soiled linen segregation

- All soiled linen will be segregated in separate bins and washed separately.
- Laundry area to be sanitized after every wash cycle.



Use clean laundry bins and trolleys

- All laundry bins and trolleys will be disinfected after every use.



Handling self sanitization during the work shift

- Laundry staff will be changing PPE as per guidelines after every washing process.

Guest Transport Vehicle Sanitization Hygiene Guidelines



Sanitize with disinfectant

- Our drivers are advised to sanitize steering wheel/gears, dashboards, all handles, and carpets after every use.



Thermometer check

- Guests' body temperature will be checked at receiving in area of airport arrivals.



Offer hand sanitizer

- All passengers will be offered hand sanitizer prior to entering the vehicle.



Offer face mask

- All passengers who are not wearing face masks already will be offered ones prior to entering the vehicle.



Place baggage on washable floor mats

- All baggage to be kept on washable floor mats, and disposable gloves are offered if required.



Sanitize vehicle

- After guest are dropped off at the resort/location, the driver will sanitize the vehicle as mentioned above.



Excursion & Safari Vehicles and Boats Hygiene Guidelines



Use hand sanitizer

- Hand sanitizer will be used before and after driving vehicles.



Cleaning & sanitizing

- Ranger in charge to supervise driver to sanitize all surfaces especially seats, grab bars, handles and carpets with disinfectant.
- Cool box maintenance to be done up to maximum hygiene standards, cleaning and sanitizing the box before and after every excursion.
- New items will be used for each excursion.



Golf cart sanitization

- Steering wheel/dash board, seats and handles of golf cart will be sanitized with disinfectant.
- Golf cart and bicycle will be sanitized after every use.
- All vehicles will be washed after and before work times.



Sanitizing equipment & tools

- Hand sanitizer will be used before and after driving vehicles.

Managing Guests with Symptoms Hygiene Guidelines



If guest shows symptoms

- General Manager will be informed immediately.
- The guest as well as all staff interacting with the guest will be wearing appropriate PPE.
- The guest will be screened again to confirm possible symptoms.



Contact resort doctor or have guest taken to hospital

The staff is advised and provided with required information to contact the resort doctor or will be taken to the hospital.



Recording incident

- The incident will be reported according to the format provided to by management on RMS.
- Incident report will be maintained for future reference.



Minimize contact with guest

- GM or EAM will be requesting the guest to confine themselves to his/her room – self isolate.



Attending to guests

- Only selected trained ambassadors from H&S team will be attending to the guest.

Decontamination Hygiene Guidelines



Cordon off zone

- The areas used by the guests will be subject to demarcation using tape as restricted areas.
- Security personnel will be assigned to prevent any guests from entering the area.
- We will be removing and destroying all washable linen items and books immediately.
- The linen will be transported in biohazard disposable bags to Destroy Point.
- All items brought to the Destroy Point will be burnt and destroyed and other instructions given by PHI will be followed.



Remove all washable items

- Items such as chairs, tables, beds, and coffee tables will be thoroughly washed and sanitized.



Wash floor & sanitize all items & surfaces

- All surfaces in the room and other areas used by the guest will be thoroughly sanitized.



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