



Coco de Mer Hotel
Black Parrot Suites

COVID-19 HEALTH AND SAFETY GUIDELINES AND PROTOCOLS

Our hotel has always placed a high emphasis on the safety and wellbeing of our guests with exacting standards of cleanliness and hygiene. With the risks associated with COVID 19, and in keeping with World Health Organization and Ministry of Health and Tourism guidelines, we have implemented a number of additional measures across all our departments, to protect the health and safety of our guests and entire team, by enhancing our service and operation protocols, to ultimately deliver a “Clean Stay” experience.

We have created and implemented a concise Covid-19 Departmental Manual, designed to cover all detailed aspects of Health and Safety within each department. Below is a summary of these Guidelines and Protocols of the procedures illustrated in the manual for your convenience.

SUMMARY

Compliance with Public Health Authority of the Seychelles

An assessment and action plan has been created in line with recommendations, policies and procedures set by the Seychelles National Public Health Authorities to prevent, manage and mitigate the impact of COVID-19

- This plan is reviewed and updated with any new guidance, procedures, or regulations by the relevant authorities
- An internal management group to verify compliance is in place that represents all hotel departments, identifying any gaps and actioning any required adjustments and a logbook of actions is kept where appropriate. We have appointed 2 Health and Safety representatives of the hotel accordingly.
- Sufficient human and economic resources are made available to ensure the action plan's effective implementation.

Visibility of Key Awareness Messages

Advisory documents/posters are displayed throughout the hotel to promote key messages among guests and staff. These include:

- o Promotion of hand washing Posters and Information
- o Respiratory hygiene and coughing etiquette
- o The need for social distancing i.e. entrances, reception, accommodation rooms, pools, restaurants, bars, fitness room, spas, back of house areas, canteen, kitchens etc.
- Reception and management staff, will advise guests of the hotel's COVID-19 preventative measures on arrival.
- Telephone numbers of health authority contact, hospital and private doctors are immediately available at the Front Desk.

Social Distancing

There is a socially distanced front desk/arrival experience in place that minimises employees contact with guests. Where possible, contactless transactions are undertaken

- Leisure facilities and public seating areas are reconfigured to promote social distancing. This includes the lobby, restaurants, bars, pool areas, beach sunbeds, general relaxation areas etc.
- Maximum seating or attendance capacity for facilities is established, and where appropriate, pre booked appointments encouraged
- Spaces where guests or employees queue are clearly marked for appropriate social distancing.
- Only guest entertainment activities without close contact will be offered

Safe Training and Policies

Information briefings and written instructions are provided for employees that include protective measures against the virus and how to minimize its spread. Full Training was supplied by the Ministry of Health to all employees.

- Employees are informed to always observe good hygiene practices:
 - o Hand Washing with soap and water
 - o Frequent use of alcohol-based sanitizers
 - o Good respiratory hygiene (cover mouth and nose when coughing or sneezing, dispose of tissues in a lidded bin and wash hands)
- A procedure is provided that allows staff to report illness by phone ensuring workers with early stages of COVID-19 are quickly excluded from work and advised to contact medical professionals
- Staff who have any symptoms, tested positive, or been in close contact with a person confirmed with COVID-19 are excluded from work
- Employees are advised to notify a manager if they see any co-worker or guests showing any signs of COVID-19
- Reception staff, housekeeping, and cleaning staff are advised to inform management of any incidents noted, such as requests for doctors' visits & possible sickness of any guests in their rooms
- All employees receive training on COVID-19 safety and basic disinfection protocols:
 - o Training on the correct use of chemicals, and wearing/disposal of PPE was provided for all employees
 - Face masks are worn in necessary areas
- Training on the use of disposable gloves was provided to ensure correct and safe use. Which include:
 - o Disposable gloves are not a substitute for hand washing
 - o All Staff must avoid touching their face, eyes and mouth whilst wearing disposable gloves
 - o Hands are to be washed immediately after removing gloves to avoid the possible contamination
- Cleaning staff are trained on enhanced cleaning and disinfection required in a room that has been potentially contaminated

Cleaning Protocols

Hand wash stations and hand sanitizer dispensers are installed at key guests/staff locations (e.g. lobby reception, employee & guest entrances, restaurants, bars, pool areas, restrooms etc)

- Regular checks are undertaken to ensure all dispensers, hand dryers and other similar devices are operational and well stocked, with defective units repaired or replaced immediately
- Frequent cleaning and disinfection of all public, communal and back of house areas is in place, with extra attention given to areas frequently contacted such as handrails, switches, door handles, seating and surrounding areas, dining surfaces and surrounding areas, etc.
- Enhanced rigorous cleaning and disinfection of guest rooms is undertaken, paying extra attention to common touch, nonporous items, including telephones, taps, light switches, door & furniture handles, temperature control panels, TV remotes, luggage racks, safety deposit boxes, etc.
- Items not easily cleaned are removed from guest rooms
- Cleaning staff are provided with appropriate PPE as recommended by the National Health Authority, and are advised not to enter an occupied room to clean, as cleaning cannot be processed whilst guests are present in room.
- Public areas and high traffic areas are cleaned and disinfected several times daily.

Managing Suspected or Confirmed COVID-19 Cases

The hotel's documented action plan includes procedures in the event of a suspected/confirmed case, in line with recommendations, policies and procedures set by the National Public Health authorities

- The ill person (guest or staff member) is isolated from other guests and staff at the hotel.
- The affected guest room is removed from service and quarantined:
 - o The room will not be returned to service until an enhanced cleaning and disinfection process has been completed.
- The ill person is provided with necessary protective equipment and advised to follow respiratory hygiene processes when coughing and sneezing – and placed into an isolation room.
- When attending an ill person, or entering an affected area where a person is displaying symptoms, additional protective equipment must be worn, removed, and disposed of in line with The Health Authority guidelines
- A procedure is in place for managing soiled/contaminated bedsheets, towels, clothes which includes them being bagged directly into special, marked bags whilst in the room, reducing possible dispersing of airborne contaminants and destruction of items to be collected by the Health Authority for incineration.

Food and Beverage Outlets

Guests are reminded to disinfect their hands with sanitizer, preferably located at the entrance, when entering.

- Table settings are configured to seat guests where the back of one chair to the back of another chair is at a safe distance apart and guests facing each other are safely distanced as well.

- Increased in-depth cleaning and disinfection of any buffet/service areas is implemented after each service
- Guests will be provided with an assisted service should there be a buffet and not self service.
- Consideration is given to serving individual portions/A La Carte/Table d'Hote or providing an assisted serviced buffet to minimise contact

Bar service is assisted – and seating around bar areas is no longer available.

Food and Production Supply

A Food Safety Management System is in place and based upon the fundamentals of Hazard Analysis Critical Control Point (HACCP) processes to manage risk and prevent contamination of food, as well as in accordance with the health and safety requirements laid down by the National Health Authority.

- Food workers (food handlers, staff who touch food contact surfaces or other surfaces in rooms where open food is handled) adhere to the action plan as set out in our safety standards.
- PPE, physical distancing and strict hygiene and sanitation measures, and the promotion of frequent and effective handwashing are implemented at each stage of the food production process:
 - o Where physical distancing is not possible, other protective measures are considered and the number of persons in the food preparation area is limited
- Processes are in place for external food deliveries to prevent the spread of COVID-19. This includes:
 - o Drivers and Store men are provided with hand sanitizer, a disinfectant and paper towels, to use before handing over any documentation
 - o Drivers and Store men are informed of physical distancing measures and the need to maintain a high level of personal cleanliness, including the use of clean protective clothing as well as masks and gloves.
 - o Transportation containers are to be kept clean and frequently disinfected to ensure foods are protected and separated from other goods that may cause contamination. Deliveries of items are recorded, disinfected, prior to receipt into storage facilities.

Maintenance

Regular tests of pools and water systems are undertaken to maintain concentration levels within the limits of required national standards.

- Dishwashers and laundry equipment are checked to ensure they are operating at correct temperatures, and correct dosage of cleaning and disinfecting chemicals is always applied.
- The condition of air conditioning filters is monitored, and maintenance undertaken to ensure increased proper replacement rate for indoor air. Tools and other equipment used daily are sanitized prior to being stored at the end of each shift.

Isolation and Holding rooms

2 isolation rooms, with all safety standards and requirements have been prepared in readiness, in case suspected Covid Cases are identified amongst the guests, will be made available if such an instance occurs, together with the protocol guidelines and requirements by the National Health Authority .

1 Isolation holding room/area for staff has been prepared in the case a suspected staff Covid Case is reported, will be made available if such an instance occurs, together with the protocol guidelines and requirements by the National Health Authority.