

Prevention and Protection Policy Against COVID-19 (LMP 1.14) Lti Maafushivaru 2020

Lti Maafushivaru is obligated and committed to protect all our guests and employees from getting infected by COVID-19 or any other harmful viruses. It is in Lti Maafushivaru's best interest to identify the best approaches to apply protection and prevention of the COVID-19 pandemic without denying or damaging the guest experience or complicate the working environment for our employees.

Lti Maafushivaru hereby institutes and implements the following COVID-19 best practices:

1. All local legislations and guidelines published from the local authorities and the Health Protection Agency of the Maldives (HPA) shall be followed.
2. All guidelines and standard operating procedures from Lti Head Office shall be followed.
3. All guidelines and standard operating procedures from Food Safety Asia (FSA) shall be followed.

All mentioned documents related to the above guidelines and standard operating procedures (Nr: 1, 2 & 3) has been shared with all members of the Disaster Management Team and distributed to all members. All personnel will continually be improved through trainings via the internal COVID-19 awareness program. The internal COVID-19 awareness program entails coordinated briefing sessions among the Disaster Management Team each time a new update or guideline is published from the Local Authorities, HPA, Lti Head Office or Food Safety Asia.

Lti Maafushivaru hereby institutes and implements the following COVID-19 Prevention and Protection policy as an extension of the guidelines and the standard operating procedures given and published from the Local Authorities, HPA, Lti Head Office or Food Safety Asia:

1. Lti Maafushivaru Disaster Management Team is always ready and on standby, including all Head of Departments. They all conform to a standard operating procedure that includes how to organise the prevention and protection against COVID-19 and how to respond to suspected and confirmed cases.
2. All guest check-ins and check-outs will be done in the guest villa (not at the reception).
3. Face masks are readily available free of charge for both guests and employees and is advised to be carried within guest areas when a person is closer than 10 meters. For employees it is mandatory to wear masks during guest service or when a guest is closer than 10 meters. Lti Maafushivaru will not force any guest to wear face masks in guest areas or public areas.
4. The minimum distance to be kept is 2 meters from any person (non-family members) within the resort premises. All seating areas will be arranged systematically by the Disaster Management Team to make sure that this can be followed.
5. Table seating of maximum 2 persons will be offered as a standard, however families traveling together within the resort premises will be accommodated and seated together.
6. Leaflets on basic hygiene practices and COVID-19 guidelines will be issued to all guests and employees, available in 11 different languages (German, English, Chinese (Mandarin), Korean, Japanese, Russian, Italian, French, Arabic, Dhivehi and Bengali).
7. Leaflets on basic hygiene practices and COVID-19 guidelines will be explained to each guest during his/her check-in and issued to each guest upon arrival at the airport (before reaching the resort premises).

8. Employee training regarding the leaflets on basic hygiene practices and COVID-19 guidelines will be conducted to ensure that each employee is fully compliant from their Head of Department and downward. The Head of Departments (Disaster Management Team) are trained by the Resort Manager, Resident Manager, and the HR Manager about the same, before given their own training towards their team.
9. Front Desk (reception) will be all equipped with a protective see-through flex-glass protection wall to guarantee the protection of guests and employees during check-in, check-out, and routine general guest service.
10. All airport representatives working for Lti Maafushivaru will follow the airport guidelines during the receiving of all guests and employees.
11. All guests are required to formally agree in advance that trained guest service employees and certified medical employees will be allowed to take their temperature upon arrival at the arrival jetty belonging to the resort premises and before entering the Spa and fitness facilities. Random test for guests will also be done from time to time during their stay at the resort.
12. All employees are required to formally agree in advance that trained guest service employees and certified medical employees will be allowed to take their temperature upon arrival at the airport and arrival jetty belonging to the resort premises and before entering the Spa and fitness facilities. Random test for employees will also be done from time to time during their stay at the resort and during working hours.
13. Portable sanitation stations will be in the reception, all F&B outlets for guests, all F&B outlets for employees, Spa reception, arrival jetty and all public washrooms.
14. Housekeeping employees will clean all common surfaces with sanitisation chemicals in villas and all public areas (containing minimum 70% of alcohol).
15. Spa employees will clean all common surfaces with sanitisation chemicals in villas and all public areas (containing minimum 70% of alcohol).
16. Food and Beverage employees will implement sanitisation chemicals (containing minimum 70% of alcohol) during the cleaning of tables, tableware, and all common surfaces within all F&B outlets.
17. Diving and Watersports employees will implement sanitisation chemicals (containing minimum 70% of alcohol) during the cleaning of all their equipment's and all common surfaces.
18. Hand sanitizer bottles (containing minimum 70% of alcohol) will be placed in all guest rooms.
19. On-property signage will be displayed within guest and employees areas and extended throughout the premises to inform and display about basic hygiene practices and COVID-19 guidelines, including social distancing. This will be same information as the individual leaflets about basic hygiene practices and COVID-19 guidelines.
20. Duty Manager is keeping records of any COVID-19 cases and if any confirmed case the COVID-19 Incident Report shall be completed and filed. Any COVID-19 cases will also be registered in the Monthly Medical Report done by the Duty Manager.
21. Lti Maafushivaru has their new greeting standard implemented between guest and employees and greetings that involves handshakes or body contact are not allowed anymore.

This policy is subjected to change and will be updated accordingly as per new regulations and guidelines given from the Local Authorities, HPA, Lti Head Office or Food Safety Asia.



Resort Manager
Tuesday, June 30, 2020