



SOCIO

TAMASSA

SALT

LUX*

THE LUX COLLECTIVE

COVID-19 Re-opening Plan May 2020



COVID-19 **re-opening plan**



COVID-19: Mitigation Plan for The Lux Collective

- The highlighted set of modifications applies to The Lux Collective to ensure safe re-opening of our hotels post COVID-19.
- These protocols have been derived in consultation with SGS, the world's leading inspection, verification, testing and certification company, in addition to the precautionary measures recommended by the World Health Organisation.
- SGS will carry out regular audits for all our resorts.
- The Lux Collective also follows and fully complies with the rigorous sanitary protocols set by the local government.
- In addition to all team members having been fully trained on new procedures, each hotel has a trained and certified Covid-19 Officer to ensure adherence to the hotel's new operational regulations and procedures.
- Doctors are on call 24/7 and resident nurse is available in all resorts
- Please note that these are temporary measures applicable during a defined period of time, set by The Lux Collective.

Guest Journey & Team Member Journey



Sanitary Measures at The Lux Collective already implemented prior pre-lockdown:

- Controlled access to the hotel premises
- Temperature screening of all guests, visitors and Team Members
- Hand sanitising stations at key areas
- Increased frequency in cleaning and sanitization using EPA-registered products approved for use against SARS-CoV-2

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THE LUX COLLECTIVE

Guest journey



Pre Booking

- Message from the CEO on the resorts' websites
- Guests are invited to scan the QR Code on the resort's website to access information covering all the steps being taken by the hotel for safety and sanitization along with the operational norms for restaurants, bars, room service, spa, housekeeping & public areas procedures

Booking

- For direct bookings with the Central Reservation Office, a brief on sanitary measures put in place is highlighted.
- A copy of our protocol is shared with all travel agencies for transparency during booking.

Guest Journey



Pre Arrival



Welcome email

- 2 weeks prior to arrival; guests will be requested to pack disinfectant wipes, hand sanitisers, face masks, gloves (disposable), snorkeling mask & tube
- Guests are invited to download the SALT/LUX* Experience App
- For all pre-booked guests, check-in formalities should be completed online to reduce contact and time during check-in
- Safety, hygiene and other instructions are provided to the guests as per the new standard operating procedures
- Guests are invited to scan the QR Code on the resort's website regarding information covering all the steps being taken by the hotel for safety and sanitization along with the operational norms for restaurants, bars, room service, spa, housekeeping & public areas procedures



Entrance/ Arrival

- Temperature checks at hotel entrance/ airport lounge is mandatory
- Guests running a temperature of more than 37.3 °C will be politely directed to the isolation room or closest hospital/ medical facility/ Health Protection Agent desk at airport
- Valet parking service is temporarily suspended.
- Disinfect guest luggage after informing the guests
- Inform guests that masks & gloves are available at the shop if guest they would like to have extra ones
- Alcohol sanitizer is placed at the entrance (available on boats, buggies and resort public areas) with collateral explaining explanatory procedure
- Club car/ buggies will be sanitized after each use

Guest Journey



Arrival



Chill Out Area/ Lobby

- Luggage assistance is provided only after disinfecting the luggage. No luggage assistance for handbags and personal items.
- For all pre-booked guests all check-in formalities should be completed online (including health and travel history forms) to reduce contact and time during check-in.
- Guests are invited to scan the sanitary measures QR Code
- Ensure markings on the floor at the chill out areas to maintain social distancing
- Hand sanitizers are available for guests to use
- Ensure Team Members are wearing masks & gloves
- All equipment sanitized after each use.
- Guests will be advised to download the SALT/LUX* Experience App for e-key & hotel information
- Display of the CEO's COVID video message and resort awareness videos



Shop

- Restrictions in touching shop items on display
- Limit display in the shop
- Trial of clothes and jewelries is not allowed
- Social distancing in the shop
- Guests are advised to use hand sanitizers before entering the shop
- Use of sanitizing wipes before using the self billing point
- Sanitization of surfaces & high touch points of the shop after each visit

Corridors/Lifts

- Ensure that safety instructions, including the number of guests allowed at one time is easily visible
- Disinfection of high touch points every hour (door handles, corridor phones, hand rails, call buttons, etc.)
- Emergency staircases also equipped with sanitizer and maximum number of people at a time defined

Guest Journey



Towards the room



Room

- Welcome letter will be available on IPTV /APP
- Stringent cleaning and disinfection procedures for rooms
- Revised protocols for attending guest queries in room
- Sanitisation of high touch points (door handles, switches, remote controls, phone/mobile etc)
- No newsletters/guide in room; information is handy on the SALT/LUX* Experience App
- Paper/Pen and Stationeries are not part of the room amenities
- Once disinfected, rooms are kept vacant for 24 hours
- Due to social distancing norms, alternate rooms are allocated based on occupancy levels
- F&B amenities in room/minibar are available on request only
- Clean and disinfected signage seal at the entrance door of arrival rooms
- AC kept off along with a note to notify guests of sanitary measures taken
- Pedal bins placed in each room to provide safe disposal of personal protective equipment
- Turndown upon request only

Guest Journey



In the room

Housekeeping

- New cleanliness procedures and clear communication to guests; Sanitization protocol accessible with QR Code in public areas
- Room linens are changed every 3rd day unless soiled or ONLY on request
- Laundry collaterals & room service instructions are available on the SALT/LUX* Experience App
- Housekeeping Team Members on the floor are wearing safety gears
- Disinfection of cleaning equipment after servicing each room
- All Laundry operation amended as per the World Health Organisation guidelines
- Use of EPA-registered disinfectant products that have been qualified for use against SARS-CoV-2



Restaurant & Bars

- Guests are reminded when entering and leaving the restaurant or bars to sanitise their hands with the hand sanitisers located at the entrance of those facilities.
- Daily temperature checks carried out for all guests during breakfast hours
- The seating arrangement amended as to have a maximum of 4 persons for 10 square metres. Tables are arranged such that the distance from the back of one chair to the back of another chair is more than 1m apart and that guests face each other from a distance of at least 1m.
- At SALT Bakery/ Café LUX*/ Tea Lounge, only TeamMembers serve the guests, keeping a distance of 1 m. Tongs are changed more frequently and the surfaces are disinfected after each service.
- The Food / bread counters are always attended by a baker/ chef
- Buffet services will be eliminated wherever possible.

If occupancies demand, buffet service will be amended so that guests do not touch food or serving utensils

- Sugar will be individually packed ones and no loose sugar
- Guests can access all menus through the SALT/LUX* Experience App or QR code
- Tables are kept with minimum set-up and will be completed after seating the guest
- Pay at the table options and cashless payments are favoured
- Tables and chairs are sanitized after each guest use
- Team Members are trained for minimal contact/ communication during service
- Team Members wear appropriate protection gears (masks & gloves)
- Dedicated Team Members assigned for sanitisation in the restaurants and bars
- Breakfast served at the table, Themed set menu or a-la-carte service evenings at main restaurants

Guest Journey



Dining



Room service

- Presentation of food ensures safety measures
- Team Members are trained for minimal contact / communication during service and they have to fulfill the safety measures
- Billing will be via room charge

Self Service Station

- Self Service Station (Water/ Sunglass cleaning kit will be equipped with hand sanitizers.
- Self service stations are sanitised every hour
- and disinfected after each service

Guest Journey



Dining



Meeting & Events

- In case guests require a meeting area, enough space between tables & chairs is kept
- Number of guests in any area is limited to ensure social distancing norms.
- Each table, equipment and work area is disinfected after the guests have left
- All seating arrangements are reworked so as to have a maximum of 4 persons for 10 square metres
- Tables re-arranged so that the distance from the back of one chair to the back of another chair shall be more than 1m apart and that guests facing each other from a distance of at least 1m
- Nightclubs remain closed until further notice

Gym & Spa

- Gym and spa are disinfected frequently throughout the day with appropriate products, including, gym equipment, stair rails, door knobs/handles, counters, keyboard, credit card machines, etc.
- Guests are advised to sanitise their hands with hand sanitisers, located at the entrance of those facilities
- Online Guest Wellness questionnaire to be completed prior to the Spa session
- Spa menu will be available online and on IPTV/APP
- Outdoor fitness and wellness activities are enhanced and promoted over indoor classes
- Number of persons in the gym and spa are restricted and all services are available upon pre-booking only
- Number of participants in fitness classes are limited to allow for social distancing norms

Leisure Activities

- Sanitisation of activity gear; e.g. snorkeling mask, life jackets to be sanitised after each guests' use.
- Guests are invited to bring their own Snorkelling mask & tube
- Social Distancing norms are to be applied during all leisure activities
- Strict and revised hygiene and sanitation standards at the boathouse and diving centres to be followed

Guest Journey



Public areas



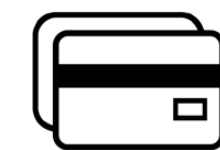
Departure

- Bill verification made available on IPTV, iPads or through the SALT / LUX* Experience App
- Cashless payment is favoured
- Guests are advised to inform their check-out plans so as to expedite checkout process
- Demarcation stickers/floor markers so as to respect social distancing norms
- Hand sanitising stations at departure lounges and chill out areas
- In case of transportation, drivers (seaplane pilot, boat captain, boat & seaplane crew) are wearing protective gear such as mask, gloves etc.
- Cars (speedboats & seaplanes) are disinfected before every departure
- Hand sanitizer is available for guests in the transfer vehicle, boats and seaplane

Post-stay

- Post departure email from General Manager sent to all guests to ensure safe return
- All guest health records are maintained for 2 months for potential contact tracing requests

Guest Journey



Check-out

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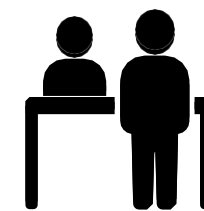
Team member journey



Staff Transportation

- Social distancing norms are respected during transportation of Team Members (7 TMs per van)
- Team Members to wear their masks and gloves at the pick-up point.
- Team Members shall respect social distancing norms at the pick-up points
- Service provider shall sanitise the speedboats, seaplanes after every trip
- Team Members shall use hand sanitisers as soon as they enter the speedboat & seaplane
- Drop off of Team Members under a camera for ease of contact tracing shall there be the need

Team Member Journey



Arrival



Attendance – Clock in

- Hand Sanitising station by the finger printing machine
- Team Members are requested to sanitise their hands before and after clock-in.
- Temperature checks at the security post is mandatory
- Team Members running a temperature of more than 37.3 °C are politely directed to the isolation room or closest hospital/ medical facility
- Team Members who will resume to work after at least one day of sick leave will be requested a medical health clearance and will be subject to a return to work interview.



Uniforms

- Uniform exchange daily should be the norm
- Uniforms will need to be sanitized properly; steam press or heat iron can be used
- Team Members are given masks and gloves as part of their uniform across all departments
- Team Members to maintain social distancing during uniform exchange

Team Members Lockers/ Restrooms

- Team Members' restrooms and lockers schedule defined to ensure there is no overcrowding in the lockers/ restrooms and the number of Team Members are regulated with proper social distancing norms being followed
- Extensive hand wash and sanitizing arrangements made with signage available
- Regular monitoring to ensure there is no crowding on arrival or at the locker room/ restroom

Protective Tools (PPE)

- Proper tools and gear for Team Members which include masks, gloves and tools in various departments which shall minimize human touch
- Use of disposable or multi-use masks
- Pedal bin to dispose PPE with hand sanitizer station next to it
- Team Members to abide by personal hygiene
- Team Members to isolate themselves in case they have any symptoms of cold or flu

Team Member Journey



Get Ready



Food & Beverages / Kitchen

- Food & Beverages and Kitchen Team Members shall perform personal hygiene (frequent regular handwashing, cough hygiene) as strictly as possible.
- All dishes, cutleries and glassware should be washed and disinfected in a dishwashing machine, including items that have not been used, as they might have been in contact with the hands of guests or Team Members.
- If manual washing is required, the required steps should be followed (wash, disinfect, rinse), taking the maximum level of precautions. Drying should be carried out using disposable paper towels.
- All Team Members should wear masks, gloves, hair nets and all other safety gear
- Workstations should be demarcated in such a way to ensure social distancing norms.
- Limited/revamped menus with least manipulation put into place
- Proper sanitization of vegetables, meats and all other materials that are required in the kitchen using approved sanitising agents
- The layout and food service protocols of the Team Members' restaurants have been reworked to ensure social distancing norms.

Team Member Journey



Kitchen





Housekeeping

- Any surfaces that become soiled with respiratory secretions or other body fluids, e.g. toilet and handwashing basins are disinfected with EPA-registered disinfectant products that have been certified for use against SARS-CoV-2
- Use of sanitizing solution for high touch points e.g. telephone, remote control equipment, door handlings, etc.
- Textiles, linens, and clothes should be put in special, marked laundry bags and handled carefully to prevent raising dust, with consequent potential contamination of surrounding surfaces or people.
- Disposable items (hand towels, gloves, masks, tissues) should be placed in a container with a lid and disposed of accordingly
- Personal Protective Equipment for housekeeping Team Members include; masks, gloves, hair nets.
- Housekeeping Team Members are trained on use of PPE and hand hygiene immediately after removing the PPE, and when cleaning and disinfection work is completed.
- Housekeeping Team Members are trained on the use of cleaning chemicals, sanitisers and disinfectants.
- All rooms and common areas should be ventilated daily.

Team Member Journey



Housekeeping



Receiving goods

- Proper cleaning procedures for items being received.
- All supplies need to be fully sanitized before entering the store.
- Dedicated areas to quarantine goods before entering main store.
- Back of the house area is sanitized at regular intervals.
- Suppliers to be advised on how goods will be accepted and how their Team Members should arrive with necessary protective gear.
- Contractors and suppliers of goods and services must follow safe systems of work and also have systems in place for the prevention of the spread of COVID-19.

Team Member Journey



Moving around

Smoking Area

- Grouping at the smoking kiosk is not allowed
- Adjustment in the layout to comply with social distancing norms
- Smokers shall ensure personal hygiene; they shall thoroughly wash their hands and sanitise their hands.



Office space

- Maximum of 4 persons for 10 square metres to be ensured. Tables shall be arranged such that the distance from the back of one chair to the back of another chair shall be more than 1 m apart and that TMs face each other from a distance of at least 1 m.
- High touchpoint areas are sanitized every hour
- Use of natural ventilation is favored wherever possible

Team Members

- Management to inform all the Team Members of the measures adopted and the measures that could protect their health and that of others, including the recommendation to stay home and seek medical attention if they have respiratory symptoms, such as coughing or shortness of breath.
- Health and travel history forms must be completed for team members coming from their leave.
- Management should organize regular information briefings that should cover all the basic protective measures against COVID-19 and the signs and symptoms of the disease.
- Training is provided for specific procedures.
- Team Members are well-informed about all COVID related operating SOPs

Team Member Journey



Offices



Water

- The proper functioning of the dishwashing and laundry equipment is checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.
- pH and Chlorine level is monitored in swimming pool
- Preventive measures for legionella conducted as per the hotel legionella control plan

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.
- Preventive measures for legionella conducted as per the hotel legionella control plan

Dispensers

- Regular checks will be carried out to ensure the proper functioning of soap and hand sanitising solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices. Defective units will be rapidly repaired or replaced.
- Refilling of hand sanitiser dispenser in the different areas of the hotel, including the public restrooms used by guests and by Team Members, and other areas of interest (e.g. entrance of restaurant, bars, gym, chill out area, etc.).

Team Member Journey



MEP



Thank you

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