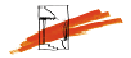


## **TAUCH TERMINAL RESORT TULAMBEN & SPA - COVID 19 Protocols -**



In regards to COVID-19 pandemic, Tauch Terminal Resort Tulamben & Spa has aligned our hygiene and safety policy with the government recommendations. Below are several protocols which we have taken:



### **STAFF RELATED**

1. Every employee is required to follow COVID-19 government's protocol including their commute from home to the hotel and vice versa and their personal hygiene (i.e. wearing face mask at all times).
2. Body temperature of every staff/vendor is checked every time entering the hotel.
3. If an employee shows COVID-19 symptoms (fever  $\geq 37.3^{\circ}\text{C}$  with cough, shortness of breath and breathing difficulties), they will be sent to the nearest clinic for medical assistance.
4. Procedure on 'How to Handle Employee with COVID-19 Symptoms' is issued by referring to the government official protocol.
5. Every employee is required to wash their hands correctly and periodically.
6. Additional hand sanitizer is provided in various employee areas.
7. Guest-contact employees are required to wear face mask at all times.
8. Implementation of physical distancing by maintaining minimum 1 meter distance.
9. To ensure the hygiene standard, sanitation treatment with international standard products are conducted to every hotel's facilities regularly, including employee area.

### **GUEST SERVICE RELATED**

1. Body temperature and face mask check is conducted to our guests in every hotel's entrance area.
2. Guests are required to use face mask at all times in public area.
3. If a guest shows COVID-19 symptoms (fever  $\geq 37.3^{\circ}\text{C}$  with cough, shortness of breath and breathing difficulties), they will be sent to the nearest clinic for medical assistance.
4. Additional hand sanitizer is provided in every hotel's entrance as well as various hotels' public area.

### **FACILITIES AND SERVICE**

#### **ROOMS**

1. To ensure the hygiene standard, sanitation treatment with international standard products are conducted to every hotel's facilities regularly, including guest room.
2. Increasing the frequency of cleaning with disinfectant/alcohol 70% to products or facilities which are often touched by the guests both in public area and guest room, such as door handle, chair, table, equipment, etc.
3. Procedures of handling facility and guest service are aligned with the government official protocols.
4. Guest laundry processes are using proper temperature to maintain high level of hygiene.
5. Maintain the PH, and chlorine level of swimming pool's water according to hygiene standard.
6. Guest-contact employees are required to wear face mask at all time.
7. Security personnel who are in-charge at the vehicle and temperature check area are required to wear face mask at all times.

#### **FOOD & BEVERAGES**

1. To ensure the hygiene standard, sanitation treatment is conducted to every hotel's facilities regularly, including kitchen and restaurant area.
2. Increasing the frequency of cleaning with disinfectant/alcohol 70% to products or facilities which are often touched by the guests, including restaurant and kitchen area such as door handle, chair, table, equipment, etc.
3. Procedures of handling facility and guest service at restaurants as well as kitchen area are aligned with the government official protocol.
4. Additional hand sanitizers are set up at the restaurant/lounge area.
5. Physical distancing implementation by maintaining maximum guests on other Hotel's facilities (maximum 50% from total capacity of The Restaurant, The Lounge, etc).
6. Guest-contact employees are required to wear face mask at all time.