

BELLE MONT FARM

KITTITAN HILL

— ST. KITTS, WEST INDIES —

HEALTH AND SAFETY PROTOCOLS

POST COVID-19 ENVIRONMENT

USE MASK



WASH HANDS



SOCIAL
DISTANCING

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TABLE OF CONTENTS

COVID-19 OVERVIEW	2
COVID-19 FACTS	3
OUR RESPONSIBILITY TO OUR GUESTS AND EMPLOYEES	5
HOTEL POLICY	5
FOOD & BEVERAGE	5
CULINARY	6
ROOMS - GUEST SERVICES/HOUSEKEEPING PROTOCOL	7
LANDSCAPING	8
ENGINEERING	8
EMPLOYEE AREAS – CANTEEN AND WASHROOMS	8
LUGGAGE HANDLING	8
PUBLIC AREAS	9
WELLNESS, ACTIVITIES & RECREATION	9-10
EVENTS & WEDDINGS	11
HUMAN RESOURCES	12-13
LAUNDRY OPERATIONS	13
SAFETY AND SECURITY	13-15
RECEIVING / STORES	15
SITE VISITS & PROPERTY TOURS	15
SOLID WASTE MANAGEMENT	15
POTABLE WATER RESOURCES	16
FINANCE DEPARTMENT	16-17
IN HOUSE ISOLATION	17

COVID-19 OVERVIEW

St. Kitts and Nevis has one of the highest testing rates in CARICOM and the Eastern Caribbean and used only the molecular tests which are the gold standard of testing. The Federation was the last country in the Americas to confirm a case of the virus and among the first to report all cases having recovered with no deaths.

As of 3:18 pm on June 19th 2020, there has been 8, 385, 440 confirmed cases of COVID-19 including 450, 680 deaths reported to the WHO. To date, St. Kitts and Nevis has had 15 confirmed cases all recovered with no deaths. With the 15 confirmed COVID-19 cases fully recovered, St. Kitts and Nevis as of June 23rd 2020, is COVID-19 free.

The ramifications of this Pandemic has been felt globally. The Hospitality Industry thus the Federation's economy has been dealt a tremendous blow from the COVID-19 Virus and have proven that with careful, educated planning and management, the Federation has kept and will keep up the fight to against the COVID-19 Virus.

We continue to educate and train our Staff as well as keep our Guests informed of updates and developments through correspondence and social media. Our Guests are following our progress and check in with us from time to time stating how much they enjoyed their experiences and cannot wait to return to the calm, beauty and unrivalled experiences only Belle Mont Farm can deliver.

During this time of uncertainty and change, we pledge our continued fight against this virus and will do all in our power to keep our Guests and Employees healthy and safe.

Until you return, stay well!

COVID-19 FACTS

WHAT IS COVID – 19?

COVID-19 is a new strain of coronavirus first identified in Wuhan City, China in December 2019. It was first noted that it usually takes 2 to 14 days for someone to show signs of infection after having come into contact with someone with the disease. This 2019 virus is a new strain of coronavirus that has not been previously identified in humans.

HOW COVID-19 SPREADS

There are 2 main routes by which people can spread COVID-19:

- By the respiratory droplets of an infected person (who coughs or sneezes) to people who are within 2 meters/6 feet, i.e. it is spread person to person, and
- By touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions AND then touching their own mouth, nose, or eyes (e.g. touching door knobs or shaking hands then touching own face)

COVID-19 SYMPTOMS

The most common symptoms of COVID-19 are:

- Fever
- * Dry cough, and
- * Tiredness

People of all ages who experience fever and/or cough associated with difficulty breathing/shortness of breath, chest pain/pressure, or loss of speech or movement should seek medical attention immediately.

Other less common symptoms that are usually mild and begin gradually include:

- aches and pains
- nasal congestion
- headache
- conjunctivitis
- sore throat
- diarrhea
- loss of taste or smell
- rash on skin
- discoloration of fingers or toes
- Some persons may show no symptoms (asymptomatic), but are positive
- According to WHO, most people (about 80%) recover from the disease without needing hospital treatment.

SCREENING AND TEMPERATURE CHECKS FOR SYMPTOMS OF COVID-19

- [COVID-19 Symptoms 11 \(WHO\)](#)

The most common symptoms of COVID-19 are fever, dry cough or cough associated with difficulty breathing/shortness of breath, chest pain/pressure, and tiredness. Other symptoms that are less common include aches and pains, nasal congestion, headache, conjunctivitis, sore throat, diarrhea, loss of taste or smell or a rash on skin or discoloration of fingers or toes. These symptoms are usually mild and begin gradually.

Prior to entering the Property, Employees, Guests and Visitors will be screened.

Screening questions for COVID-19 symptoms are:

- Have you been in close contact in the past 14 days with a confirmed case of COVID-19?
- Have you been diagnosed with COVID-19?
- Have you been told by a health care provider or public health official to self-quarantine?
- Are you experiencing a cough, shortness of breath/difficulty breathing, chills, muscle pain, new loss of taste or smell, or sore throat?
- Have you had a fever in the last 48 hours?
- Have you had vomiting or diarrhea in the last 24 hours?
- Have you had a fever in the last 48 hours?
- Have you had vomiting or diarrhea in the last 24 hours?

Temperature Checks

Fever, remains among the key symptoms displayed and, due to this, screening by temperature checks for employees, guests, patrons and visitors is an essential measure. An elevated temperature of over 100.4 degrees Fahrenheit (F) or 38 degrees Celsius (C) is cause for concern.

General Rule: Employees, guests, patrons and visitors must be screened with the use of a no-touch thermometer to ensure that temperatures are not elevated over 100.4 degrees Fahrenheit (F) or 38 degrees Celsius (C).

- Employees undergo daily temperature screening at the start of their shift/work day. Monitoring forms are used for recording temperature checks
- Staff with elevated temperatures, i.e. over 100.4 F or 38 C, will not be allowed to work and recommended for further screening at a designated health facility
- Staff are instructed to stay at home if they are unwell and/or if they, or a household member, exhibit COVID-19 symptoms
- Staff with elevated temperatures or exhibiting COVID-19 symptoms are asked to refrain from work and seek medical attention to be tested
- Guests can expect to be asked for a temperature screening upon checking in, entering dining locations, Wellness Centre, Gym and any activity such as Nature Walk, Yoga etc.
- Temperatures of patrons and visitors will be taken prior to commencing a tourism activity or tour, e.g. transportation, restaurant services, and at sites and attractions.
- Persons displaying elevated temperatures will be asked not participate in planned activities with the local health authorities advised to facilitate screening and possible testing.

OUR RESPONSIBILITY TO OUR GUESTS AND EMPLOYEES

We at Belle Mont Farm Kittitian Hill do take the responsibility of our Employee and Guest Safety. Our commitment to health and safety is steadfast with continuous Training and enforcement of Standards, Procedures and Protocols of our Team members.

Local Health/Governmental Sources supply us with updates and information disseminated from the World Health Organization and the Centre of Disease Control so we can keep updated with the times and adjust our protocols accordingly. We are pleased to inform our Guests should they inquire on what we intend to do to keep them safe and healthy while visiting Belle Mont Farm.

The Management and Staff look forward to returning to Serving our local, regional and International Guests offering experiences on the path less traveled.

HOTEL POLICY - ENTIRE HOTEL

- Increased frequency of cleaning and disinfection of public areas such as lavatories (Guest and Employee), frequently touched areas such as door knobs, countertop surfaces and lobby with disinfectant every two hours
- Clean and disinfect the air-conditioning units once per week
- Set up Hygiene/Sanitation Check Station at hotel and staff entrances with disinfectant and alcohol-based hand sanitizer
- All Guests and Visitors are requested to have their body temperature checked and hands disinfected at the entrance
- Provide staff with guidelines on proper wearing of surgical masks and use of alcohol based hand sanitizer, personal hygiene and temperature check
- If staff has body temperature over 37.5 degrees Celsius/99 degrees Fahrenheit or flu-like symptoms, he or she will be asked to seek medical advice and refrain from work

FOOD & BEVERAGE

- Laminated menus so they can be easily sanitized.
- Sanitize all menus and bill presenters after each use.
- Sanitize all surfaces regularly and after each Guest use.
- All employees must wear face masks.
- Ensure all employees wash and sanitize their hands frequently.
- Hand sanitizing station at entrance and exit of restaurants
- Hand sanitizer at all work stations within the restaurant and bars.
- Offer takeout service
- Have takeout menus uploaded on social media pages and apps.
- Reduce seating capacity to allow proper social distancing requirements in restaurants and around bars.
- Only offer A La Carte service at this time. NO Buffets
- Have all serving utensils properly sanitized before each meal period

CULINARY

- An employee's health status report is needed at the beginning of each shift.
- Upon entering work, all persons must have their temperatures taken in the Administration Building and wash their hands upon immediately entering the kitchen. Any person with a temperature above 37.5 degrees Celsius or 99 degrees Fahrenheit should not be permitted in the work place.
- An employee absent from work due to suspected COVID-19 symptoms should not return to work unless certified by a Medical Officer of Health.
- Any employee experiencing COVID-19 symptoms must not be allowed to remain at the hotel and sanitation-operating procedures need to be followed strictly.
- Facemasks should be provided to and worn by all kitchen staff. All food handlers should wear facemasks during working hours. No mask must be worn for more than 4 hours at a time and should be changed if it becomes damp.
- Employees must follow the principles of good hand hygiene throughout the food handling process.
- All surfaces should be cleaned and sanitized at the beginning and end of each workday. Additional cleaning and sanitizing of all surfaces should be done as required during the process of food preparation.
- Posters displaying hand-washing guidelines should be placed in key areas of all hand sink stations.
- Sanitizing and hand soap dispensers should be placed at all hand sink stations within the kitchen workspace.
- Sufficient supplies of gloves, paper towels and disinfectant materials should be made available throughout the day in the kitchen.
- Comprehensive employee communications policy to ensure reliable, up-to-date information is communicated to employees and to clarify procedures and policies around mitigating the risks associated with COVID-19.
- Posters to be placed in the staff bathroom to inform of good hand hygiene, respiratory hygiene and cough etiquette.
- Additional cleaning of the staff bathrooms and frequently touched surfaces (door handles / faucets, toilet bowl handles) using products, which are effective in killing the virus.
- Extra public area staff has been scheduled to ensure regular sanitizing of commonly touched surfaces.
- Employees to give the elbow rather than a handshake.
- All suppliers of food, cutlery, or any other provision to the hotel should wear masks at the point of delivery.
- All suppliers upon entering the hotel property must have their temperatures taken. Any person with a temperature above 37.5 degrees Celsius or 99 degrees Fahrenheit should not be permitted in the hotel work place.
- Employees receiving items are also required to wear masks.
- Persons receiving items from suppliers should wash their hands immediately after receiving goods.
- Delivery personnel should wash or sanitize hands before and after every delivery.

ROOMS (HOUSEKEEPING/GUEST SERVICES)

- Strengthen the cleaning and disinfection of room facilities including floors, outdoor seating, bedding, hard surfaces and soft furnishings
- Guest Services and Reception desks sanitized after every Guest interaction
- All guests are requested to have temperature checked and fill in a health declaration form while checking in
- If guest is suffering from fever or other flu-like symptoms, guest will be advised to wear a face mask and seek medical advice promptly
- If guests have special room requests, hotel will make arrangements accordingly
- All staff must adhere to temperature checks, disinfect hands and wear face masks before entering hotel
- Guest Rooms are serviced upon request
- Sanitizing solution is left on hard surfaces for a minute before wiping to ensure sanitization is maximized
- Guest Services/Concierge Desk areas are sanitized with Industrial strength sanitizing solution after EVERY Guests interaction and or contact
- Specific Employee Training done to ensure ALL Employees are familiar and know the “improved” hygiene/sanitation protocol. This will be a part of “Return to Work” Training
- Rooms are deep cleaned , disinfected and sanitized after every checkout
- Employees must wear face masks and adopt the hand sanitizing/hand washing protocols
- Gloves are on hand at each work station in the event Employees need them
- Increased Sanitation stations on room blocks
- Increased Staff Presence in Public Areas for more frequent sanitization
- Disinfectant Kits will be added to in room Guest Amenities
- Strictly enforced Sanitation policies in transfer of linen to and from Guest Rooms
- Close monitoring of regulation water temperatures and disinfection protocol of linen and towels at hotel laundry
- Steam Cleaning of mattresses, bedding, soft furnishings and bathrooms
- Housekeeping and Cleaning Personnel trained on using Industrial strength sanitizing and disinfecting products when cleaning Guest Rooms and Public Areas always concentrating on high touch areas such as:-
 - Doors
 - Door Handles & Knobs
 - Windows & Coverings
 - Seats and Chairs
 - Seat Belt Buckles
 - Arm Rests
 - Hand Rails
 - Grab Handles
 - Table-tops
 - Bar/Counter tops
 - Check-in/Payment Counters
 - Point-of-Sale Terminals
 - Dining Surfaces
 - Food Preparation Surfaces
 - Sinks, Faucets & Taps
 - Keys and Locks
 - Steering Wheels
 - Golf Carts
 - Light and AC Control Panels
 - Remote Controls
 - Elevator Buttons
 - Projector Screens
 - Staff Computer Terminals
 - Telephones

- Pool chaise Lounges and Cushions
- Gym Equipment

LANDSCAPING

- Strengthen the cleaning and disinfection of tools and equipment
- All Staff must adhere to temperature checks, disinfect hands and wear face mask before entering the hotel
- When entering into the Great House area, wash hands and wear face mask (this includes pool deck/Lookout areas)

ENGINEERING

- Strengthen the cleaning and disinfection of all tools and equipment
- All Staff Adhere to temperature checks, disinfect hands and wear face masks before entering hotel
- Wash/Sanitize hands and wear face mask before entering Guest Rooms or Public Areas
- Clean and Sanitize air conditioning units one weekly and or after every departure

EMPLOYEE AREAS – CANTEEN AND WASHROOMS

- Increased sanitation of table, chairs, walls, floors and countertops
- Handwashing stations outside the Canteen equipped with soap, single use hand towels and hand sanitizer
- Washrooms are cleaned and sanitized regularly
- Washrooms are equipped with hand soap, hand sanitizer and single use hand towels
- Hand-washing instructions placed in plain view of Employees
- Trash receptacles are checked and emptied on the hour

LUGGAGE HANDLING

- Guest luggage are checked and verified that all pieces arrived. Guests are they asked to identify each piece
- Guests/Visitors are informed of the sanitizing procedure that are about to undertaken as a part of fighting the spread of COVID-19
- Documentation of the name of the guest, intended room number (for arriving Guests)
- Employee must wear gloves
- Use Industrial Strength Sanitizing solution to sanitize all pieces of luggage
- Do not spray sanitizing solution directly onto luggage, spray on a rag and wipe down the outside of bags
- Tag luggage and place them together in one area
- Place Luggage on sanitized golf cart awaiting Rooming of Guests
- Wash or sanitize your hands after removing gloves

PUBLIC AREAS

- Public Areas are cleaned and sanitized first thing in the morning with checks and refreshing done every two hours
- Industrial strength sanitizing solution is used on hard surfaces and left for one minute before wiping clean
- Industrial Antibacterial Toilet bowl and bathroom cleaners are used according to Manufacturer Standards and instructions
- Single use hand towels are provided and replenished regularly
- Antibacterial soap is provided and replenished
- Hand Sanitizing solution of a high proof alcohol is provided and replenished
- Hand Sanitizing Stations are situated at all Public Areas including Hotel/Great Wall Entrances, Pool, Reception and all Dining locations
- Social distancing protocols established and enforced at the Pool bar and Pool deck

WELLNESS & ACTIVITIES

PURPOSE: To ensure that proper disinfecting and sanitization standards are followed and upheld by all Wellness Personnel when interacting or administering service to Guests after COVID-19.

Protocol:

- Cleaning – Cleaning areas using Industrial Strength products and ensuring the product stays on surfaces for at least one full minute before wiping off to kill any virus, germs and bacteria. Cleaning is carried out to surfaces before disinfecting.
- Sanitization – Using Industrial Strength Products and used in accordance with the Manufacturer's instructions to eliminate bacteria from hard and soft surfaces.
- Disinfecting – With the use of Industrial Strength Products and or Steam to destroy pathogenic microorganisms removing most organisms present on surfaces.
- Sterilization – All towels, robes, wash cloths and equipment such as manicure/pedicure tools are sterilized after every Guest, first thing in preparing for the day's service and last thing at the close of the Wellness Centre.

HOW TO KEEP THE THERAPIST SAFE:

- Therapist would be wearing surgical mask and face shield for every treatment.
- Wash hands for at least twenty (20) second each time before and after each Treatment.
- Sanitize hands after every wash
- During Guest Consultation, Guest should answer all questions regarding COVID-19.
- Uniform should be laundered daily
- Stay away from guest face as far as you can to avoid to close facial contact.
- If during Treatment Guest temperature feels high or Guest exhibits flulike symptoms, therapist should discontinue the experience and suggest Guest see a Healthcare Professional. Therapist should then notify the Manager of Duty or Senior Management.

HOW TO PREPARE TREATMENT ROOM AFTER COVID-19 AND AFTER EVERY GUEST USE

- Clean (all-purpose cleaner) and sanitize (alcohol or antibacterial products) all counter tops
- Clean (all-purpose cleaner) and sanitize (alcohol or antibacterial products) and sanitize all door knobs
- Clean, disinfect (all-purpose cleaner) and sanitize (alcohol or antibacterial products) the bathroom toilet
- Clean, disinfect (all-purpose cleaner) and sanitize (alcohol or antibacterial products) the wash hand sink
- Clean (all-purpose cleaner) and sanitize (alcohol or antibacterial products) the Shower
- Clean, disinfect (all-purpose cleaner) and sanitize (alcohol or antibacterial products) the massage bed after EVERY guest use
- Remove and take to the laundry using the appropriate laundry bag, ALL linens after EVERY guest use
- Carry ALL cups/glass/spoon/plate after EVERY guest use to the kitchen for steam wash and sanitization
- All treatment turn over time will be 30-45 mins as FULL protocol will be followed after EVERY guest
- All Equipment's that used for manicure/ pedicure / facial / massage would be fully sanitize after EVERY guest

HOW TO KEEP OUR WELLNESS GUEST SAFE

- If asked, reassure Guest of the protocols in place to make sure they are comfortable and they give confirmation to start their experience. Answer any questions calmly, in a moderate caring tone and ask if there are any more questions before proceeding to Treatment.
- Ask guest if there is anything you would like him or her to do or change for reassurance.

THE WORKSHOP

- All Gym equipment to be clean (all-purpose cleaner) and sanitize (alcohol or antibacterial products) on reopening of the hotel.
- After EVERY Guest use ALL equipment will be cleaned (all-purpose cleaner) and sanitized (alcohol or antibacterial products).
- Gym will be monitored by Wellness Attendant and no more than four (4) Guests would be allow in the Workshop at a time.
- Cleaning (all-purpose cleaner) and sanitize (alcohol or antibacterial products) products would be also available for guest to do personal cleaning and sanitizing.
- Hand Sanitizing liquid will be available for Guests to use if they so desire.

WEDDINGS/EVENTS

The 'New Normal' for celebrating weddings in the post-COVID-19 world is going to be different. With social distancing becoming the norm, weddings will be smaller, more intimate, and with emphasis on top-notch hygiene standards as well as ensure contactless services.

- **Open-air venue and well-spaced out table arrangements-** An open-air or outdoor wedding means plenty of space, which could help people maintain physical distancing as compared to an indoor wedding. Furthermore, a well-thought-out seating arrangement is essential to reduce risks. We should organize bigger tables with limited seating to maintain distance between people. For instance, a table for 10 should be assigned to 5 guests only.
- **Tweaking the buffet-style service-** While some couples may still opt for buffet-style service, precautionary measures like a contactless serving of dishes will be the norm. For example, one designated server will be assigned to serve a dish each at the buffet to avoid guests touching the cutlery/spoons.
- **Impeccable hygiene standards-** Right from the entry to exit, venues need to place sanitizers and hand napkins at every point. Guests should be able to sanitize their hands on arrival, have access to cleaning and protective equipment at their tables, ample availability of hand washes and sanitizers should be made in the washrooms. To avoid overcrowding the washrooms, guests should have a designated waiting area where they can maintain physical distance from each other. All venues should diligently disinfect spaces pre and post the wedding function.
- **Third party vendor's precaution-** Makeup artists and photographers documenting the wedding will have a certain SOP to follow in the post-pandemic phase. To ensure that the bride feels safe, makeup artists and hairstylists will wear masks and sanitize their products. With regards to photographers, the wedding party will prefer a smaller team to cover the wedding
- **Ceremonies Adopt Standing Room and Socially-Distanced Seats-** Shorter ceremonies with more room for standing will be the norm, allowing guests to be as close to others, or not, as they feel comfortable. For those who prefer to have a seat, expect to see ceremony venues accommodate social distancing with spaced-seating arrangements. Wedding officiants may also request that couples stand a bit further away from them during the ceremony, and that wedding parties place more space in between individuals.

HUMAN RESOURCES

Employee Protocol

- 1. All employees, contractors and service personnel entering Kittitian Hill property will be subjected to a mandatory temperature check.
 - a) If an employee temperature is indicative of a fever, the Health Check Questionnaire and Self Isolation protocols will be implemented.
- 2. All staff areas will have a designated hand sanitization station. These equipped with hand soap and hand sanitizer. Installed touchless hand sanitizer/ soap dispensers in all staff and Public areas)
 - a) All employees will be required to attend a mandatory training session within their respective departments, upon recommencement of employment. Training sessions will include the following topics:
 - - Roll out of new COVID-19 procedures/protocols.
 - - Show & Tell Training on correct way of handwashing.
 - - The importance of following all COVID-19 protocols.
- 3. All work areas i.e. offices, desks, telephones will be disinfected and sanitized daily. Individual employees are responsible for cleaning their work desks, telephones, and keyboards regularly.
 - a) High traffic offices and used meeting spaces should be sprayed once used with disinfectant sprays. Ensuring surfaces and seating areas are disinfected.
- 4. Ensuring all staff areas are equipped with trash receptacles. These are to be emptied daily.
- 5. Increased cleaning of all back of house areas. Sanitization after each Guest, Clean/Sanitize as you go protocol enforced in F&B Areas
- 6. Increase cleaning of AC vents. Vents will be cleaned weekly
- 7. Time clock machines to be sanitized prior to employee use. Disinfectant wipes will be placed at all time clock machines.
- 8. Reinforcement of Company COVID-19 procedures such:
 - a) Thorough hand washing.
 - b) Covering coughs and sneezes the correct way.
 - c) Employees not reporting for work when feeling unwell.
 - d) Wearing of facial masks when congregating with team members and in public spaces.
 - e) Social Distancing
- Ensuring placement of COVID-19 fact sheets and signage regarding hygiene practices are in all staff areas.
- 9. COVID 19 “Etiquette” talks in daily briefings. Supervisors/Managers to ensure their individual team is briefed on the etiquettes that must be followed daily to ensure their prevention and safety against COVID-19.

- 10. Employees should be discouraged from using other employee's phones, tools & equipment where possible.
 - a) Tools & Equipment must be sanitized at the end of every shift to be ready for re-distribution the following day.

HIGH RISK EXPOSURE

Employees who are at high risk (Laundry/Room attendants will be outfitted in the following PPE to carry out specific responsibilities:

- Gloves
- Goggles/Face Shield
- Disposable shoe covers
- Protective gown

CAFETERIA USAGE

- Second Staff cafeteria located in the village area reopened to facilitate the Landscaping, Housekeeping, Engineering and SLP Teams.
- Shift system for each department meal break. i.e. Employees arriving at 6am will be allowed to take meal break at 11:30am.

LAUNDRY OPERATIONS

- Linen and towels are collected using gloves, wearing mask/face shield and placing in laundry bags
- Laundry are taken directly to the laundry using a collection schedule by the housekeeping department
- International Standard water temperatures are adhered to and checked regularly for optimum temperature
- Industrial laundry detergents and products are used according to Manufacturers standards. measurements and instructions
- Any linen, towels or tableware suspected or containing human bodily fluids are labelled, tagged and logged
- Clean linen, towels and table linen are transported separately in clean, tied bags

SECURITY AND LOSS PREVENTION

The first point of contact of all Guests, Staff and Visitors is the Safety & Loss Prevention Personnel (SLP). It is our responsibility to ensure all who enters the Hotel follow the Health and Safety Protocol, do not show any signs of illness so all can remain healthy and safe. With constant communication with the Health Authorities through our Human Resources Department, proper safeguards to ensure that everyone adhere to all the health and safety requirements post Covid-19 as mandated by our local health department to ensure the health and well-being of our guests and employees is preserved. We want to reassure all of our valued guests that as the Novel Coronavirus (COVID-19) situation continues to evolve that our team is closely monitoring our local health department updates as well as following their recommendations on the appropriate health and safety measures.

We take standards for cleanliness very seriously and have well-established hygiene standards and daily cleaning procedures for the property to address both general cleanliness and disinfection. In addition, it is our standard practice to provide ongoing guidance to our teams to promote safety and well-being through awareness, training and the use of everyday preventative practices.

Temperature Checks

To combat the spread of COVID-19 it is a requirement that every person entering the property must undergo a compulsory temperature check at the main entrance before access to the property is done.

- Guests running a temperature of more than 98.6° F should be informed of such then the General Manager and Duty Manager be notified and the appropriate steps be taken for the care of the guest such as the guest be directed to the closest hospital/medical facility for treatment. Access to the property should not be allowed.
- Disinfect and clean Guest luggage after informing the Guests
- Provide a mask if Guest is not wearing one, if required

Hand Sanitization

To combat the spread of COVID-19 we utilize an atomized disinfectant sanitizer throughout all entryways, door knobs and handles; front desk and public areas; on all guest contact surfaces as part of the fight against COVID-19. The hand sanitizer used should be a government tested and recommended product certified to combat the coronavirus and other viral, fungal and bio hazard threats.

With new Health and Safety Government Guidelines in place, please make note of the following: Hotel Guests that arrive at the entrance of the Hotel will be asked to undergo the hand sanitization process before access to the property is allowed.

STAFF & GUEST PHYSICAL DISTANCING

- Staff and guests will wear face masks at all times, excluding within their guest room.
- Staff must adhere to the recommended physical distancing measures of at least six feet between employees and others.
- All areas where employees and guests queue will be clearly marked with floor markings and signage as to where to stand. This includes check-in, check out, lobbies, golf check-in and Restaurants.
- Security Officers should not open the doors of cars or taxis as this should be done by the taxi operator.
- You are not allowed to shake the hand of a guest, neither touch or hug the guest.
- In handling guest luggage, you must ensure that you wear gloves then the luggage is first sanitized before handling such. Gloves must be disposed after each use.
- All carts and vehicles used for guest transportation must be sanitized before and after each use.
- Require employees to avoid handshakes and similar greetings that break physical distance.
- Guests should be advised to practice physical distancing by standing at least 6 feet apart from other groups of people not traveling with them.

Guest Transport

- Ensure the driver is wearing protective gear such as mask, gloves etc.
- The car should be disinfected and sanitized with every arrival
- Check if the driver section can be segregated with a temporary plastic or a transparent sheet
- Driver should be instructed to limit conversations to minimal
- Guest instructions to be placed at the back seat; the information booklet must cover all the steps being taken by the hotel for safety and sanitization along with the operational norms for restaurants, room service, housekeeping & laundry procedures.

RECEIVING AND STORES

- All deliveries must be announce prior to arrival
- Drivers of Delivery Vehicles must observe the Protocols established in wearing face masks, sanitizing hands and temperature check upon arrival at the Main Gate and again at the Receiving Area
- Cold Deliveries such as meat, ice creams, etc. must arrive in a Refrigerated vehicle or will not be accepted and sent back to the Supplier
- Dry goods and vegetables being delivered must be covered during transport
- Receiving Clerk will test and document temperatures upon delivery. If Temperatures are not according to Industry Safety Standards, items will not be accepted
- Receiving and holding stores are sanitized daily

SITE VISITS & PROPERTY TOURS

- All Visitors arriving for a site visit or tour of the Property must adhere to the Health and Safety Protocols (Temperature Check, face mask, hand sanitization at the Main Gate and Great Wall areas)
- Groups will be kept at a maximum of ten (10) persons
- Site Visits and Tours must be made by an advance booking through the local Sales Office
- Transporting guests via golf cart on tours must adhere to the Transportation of Guests/Visitors via Golf Cart Protocol
- Tours duration will last no more than one and a half hours with the exception if Guests remain to patronize dining venues

SOLID WASTE MANAGEMENT

- Increased waste dumpster from one to two dumpsters
- Increased removal of waste from property to dump site from once to twice weekly with increase depending on hotel occupancy
- Biweekly brush cutting in the area of the dumpsters
- Weekly Pest Control Treatment to dumpster location

POTABLE WATER RESOURCES

- Twice daily checks to the well, bladder and hilltop storage tanks
- Water cleaning done weekly with documentation of checks and treatments
- Regular filtration checks with filter changes according to tests
- Twice Daily water tests with documentation
- Regulation checks by Governmental Water Department Technicians

FINANCE DEPARTMENT

During this work period with the pandemic of the Corona Virus COVID 19, the Accounts Department at Belmont Farm/Kittitian Hill has procedures and standards that apply to our new norm of Operations. Our procedures involve, but are not limited to, persons coming to collect Cheques & Documents as well as our Messenger delivering Cheques & Documents to Suppliers off property.

WHEN ACCOUNTS STAFF GET TO WORK

The protocols in place includes:

- Applying Hand Sanitizer at the office reception area the Administrative Building
- Security or other assigned personnel checks temperature via a Thermometer Gun
- Temperature is recorded by the security or other assigned personnel
- Masks are removed by employees when persons get to their workstations in the office
- Staff must maintain 6 feet social/physical distancing if they encounter anyone undergoing the established COVID-19 procedures for person's initial visit to the property of the day.

If at any point a staff leaves the office then, upon their return their Hands are sanitized.

WHEN SUPPLIERS/VISITORS COME TO COLLECT CHEQUES OR ANY TYPE OF DOCUMENTS FROM ACCOUNTS

The protocols for persons visiting the office to collect Cheques or Documents includes:

- Cheque collection days are communicated to employees and suppliers (normally Thursdays and/or Fridays of any given week)
- The desk in the office reception area is sanitized at the start of each day of office operations
- 1 Pen is Sanitized before cheque collections begin and is placed with the cheque signing book at the desk in the office reception area
- Upon arrival the supplier or visitor must accept and apply Hand Sanitizer dispensed by an assigned personnel
- Security or other assigned personnel checks the supplier/visitor temperature with a Thermometer Gun
- Temperature readings are recorded by the security or other assigned personnel
- Suppliers/Visitors are **required** to wear masks before entering the cheque collection area and must keep their mask on until they leave the vicinity
- Suppliers/Visitors are asked to maintain 6 feet social/physical distancing where the meet other individuals being temperature screened and applying hand sanitizer

WHEN THE MESSENGER DELIVERS CHEQUES & DOCUMENTS TO SUPPLIERS OR COLLECTS ITEMS FROM SUPPLIERS

- The Messenger is subject to the same daily initial property arrival protocols as the Accounts staff
- Upon his departure from the office The Messenger to perform his off-site duties he is given Hand Sanitizer. He is required to apply the sanitizer before interacting with persons.
- Persons receiving items from the Messenger **must** first apply the hand sanitizer provided
- The Messenger is required to wear a mask when interacting with individuals while performing his off-site duties as a part of our mask wearing protocols.
- Upon return to the Office his Hands are again sanitized at the office reception area

IN HOUSE ISOLATION

Awaiting Guidelines form Health Ministry and COVID Task Force. However, for cases identified the protocols to be put in place includes:

- Health Ministry and other Governmental Offices will be informed at the first instance
- Based on cases, Guest(s) will be moved to Designated Isolation Room (TBD by Management Team)
- Employees will not be allowed to interact or access with identified COVID case Guest
- Only Medical personnel would be allowed to interact with the Guests and they should be outfitted with full PPE
- Guests will receive meals in disposable containers served via Room Service Personnel
- Meals will be left on the entry table on the entry deck of the room for Guest to retrieve themselves
- Telephone contact from Guests Services and F&B outlet notifying Guest food delivery is on the way
- Guests will be supplied for linen for 5-14 days
- Guests will be provided with disposable cups, plates, cutlery, garbage bags and cleaning supplies
- Guests will be supplied with sufficient amenities to last the 14 days
- Guests will be provided with disposable masks, gloves and hand sanitizer
- During quarantine, guests will be monitored by a Public Health Care Practitioner
- General Manager, Head Housekeeper and Security and Loss Prevention Director will keep in touch with Guests
- Removal of Room Service Trays will be collected from entrance table outside Guest Room
- Employee removing trays or collecting linen must wear face mask, masks, gowns and face shields
- All contact with items from Guest room should be done wearing full PPE (gloves, face mask, face shield/goggles, gowns and dispose of them immediately after contact
- Trays should be washed and sanitized in how water of 150 degrees F or above
- Dishwasher temperatures should be maintained at 150 degrees F wash cycle and 180 degrees F for final rinse
- Guests must be confined to room at all times
- Limit accidental contact with Guest
- All dirty linen should be placed in a separate labelled laundry bag
- Public area, Front Desk or any area where the Guest has had contact should be sanitized