

MEMO

TO: TEAM KAIMOO
FROM: HUMAN RESOURCE DEPARTMENT
REF: 007/KT-HR/2021
DATE: Wednesday, January 27, 2021
SUBJECT: Special precautionary measures from HPA to control the spread of COVID-19
STATUS: CONFIDENTIAL – Internal Communication Only

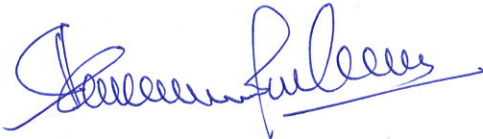
We appreciate the support and assistance by the team in keeping the workplace safe.

With reference to the HPA circular 1021/1 dated 27th January 2021 outlining special precautionary measures introduced by HPA to control the spread of COVID-19 the following measures are now in place:

- No parties or events are to be held at Male', Hulhumale' and Vilimale' effective from 27th January 2021.
- Prohibition of driving vehicles and walking on streets or public places of Male', Hulhumale' and Vilimale' from 12am to 4am effective from 27th January 2021.
- Quarantine is mandatory for all individuals traveling to other islands from Male', Hulhumale' and Vilimale' effective from 27th January 2021.
- Individuals traveling from abroad except tourists are required to complete 10 days of quarantine upon arrival with effect from 29th January 2021.

Since there is a spike in the number of COVID-19 cases in the Greater Male' area within the past few days, to ensure the safety of yourself and your co-workers, we implore all team members to take all precautionary measures as instructed by HPA and ensure that all COVID-19 safety guidelines for the workplace are followed. The guidelines are attached with this memo for your reference.

Yours Sincerely



Afra Mohamed
Manager, Human Resource

Guidelines	Name	General COVID-19 Workplace Guidelines
	For	Kaimoo Resorts & Hotels

1. Purpose

- 1.1. This policy has been developed by Kaimoo and contains the protocol and procedure for health and safety practices and approaches to COVID-19 prevention on a General work environment under the guideline of Health Protection Agency (HPA) of Maldives.
- 1.2. The main aim of this policy is to provide general guidance and information to ton how to he management and employees to prevent the spread of COVID-19 in the workplace, to enable workers to return to work safely while keeping the risk of contamination as low as possible.

2. Coming to Work

- 2.1. All employees are advice to wear clean fresh clothes to work every day where possible.
- 2.2. Employees wearing uniforms, laundry service should be provided by the property.
- 2.3. All employees should wear masks at all times including while travelling to work and inside the workplace.
- 2.4. Before entering the property, all employees are required to check for fever and other symptoms such as cough, sneezing, sore throat and any other flu symptoms.
- 2.5. A check list should be designed by the properties and maintained from the entrance. The checklist format should be communicated with the HR.
- 2.6. All employees are required to sanitize their hands properly before every check-in and check-outs from the property.
- 2.7. Daily Attendance will be marked manually by the designated department HOD.
- 2.8. It is recommended wherever possible to use a separate entrance for employees and customers to limit the contact.
- 2.9. Where possible employees are advice to limit the using of customer areas
- 2.10. Where possible use the staircase instead of lift.
- 2.11. Employees cannot use guest lift in properties where there are staff lifts available.
- 2.12. Each designated room/area/ lifts should place the maximum number of people who are allowed to enter at a given time.
- 2.13. Working schedules such as for housekeeping purposes, should be made in such a way that it limits the staff movements. For examples, 4th and 5ths floor housekeeping should be done by the same staff during the working shifts.
- 2.14. All Employees should inform **immediately** if they are believed/identified by HPA to be a direct contact of a positive case as soon as possible to the HR and the manager.
- 2.15. Employees identified as a direct contact of a positive case should be on isolation for up to 14 days and follow the advice of HPA accordingly before returning to work.
- 2.16. Above 2.14 and 2.15 should be followed by the employees on leave as well.
- 2.17. HR should keep regular communication or checks on employees on isolation or quarantine facilities.

M -

3. Opening Hours

- 3.1. All properties are allowed to commence regular working hours from 1st September 2020.
- 3.2. All properties should work on shifts to limit the number of employees on a given time.
- 3.3. In between each shift a minimum of 30 minutes break should be allocated for cleaning purpose where possible.
- 3.4. Employees above 60 and employees with underlying serious health conditions should be advised to work from home.
- 3.5. It is strictly advised to work from home wherever possible.

4. Work Design

- 4.1. Number of people coming to work on a shift will be determined by the management based on floor area, 3 feet distance policy and movement requirement within the space.
- 4.2. All properties should work on shift basis where applicable. 4 hours of 2 Shifts are recommended for properties working on normal office hours.
- 4.3. A Work design should be put in writing and agreed among the HODs, Managers, supervisors and communicated among all employees entering the property by the HR.
- 4.4. Agreed Work design should be printed and circulated among all other properties and shown in all public areas for employees' and customer reference.
- 4.5. Agreed Work design should be reviewed by the management every fortnight for changes according to the HPA and other government guidelines.
- 4.6. Movements within the designated floor areas should be limited as much as possible.

5. Employees working outside the property

- 5.1. Employees working outside should be provided with proper masks and safety gears to limit the contact.
- 5.2. Before employees commence the day, HOD or supervisor are advised to remind staff (during daily department briefing) with general guideline of HPA while on public places such as;
- 5.3. Following the rules and regulations of the institutes they are visiting
- 5.4. Using masks and gloves at all time while in operation
- 5.5. Keeping 3 feet physical distancing from surrounding people.
- 5.6. Washing hands as frequent and wherever possible.
- 5.7. Keeping physical distancing with the work colleague while on the duty.
- 5.8. Cleaning the frequent touch points such as vehicle door handles and seats on every transport.
- 5.9. Cleaning all vehicles thoroughly according to the HPA guidelines every 4 hours or based on the usage.
- 5.10. Keep the above guideline posted on each vehicle for staff referencing.
- 5.11. Employees doing out of office work are required to maintain strict distance from other employees while at work. Preferably allocate separate work space for those employees working out of office or allocate other administrative work to employees stationed inside the office.

h-

- 5.12. Employees working out of office are advised to minimize the number of times they come to work stations as much as possible or where possible not to enter the properties.

6. Tea breaks and other personal breaks

- 6.1. Employees are advised to come to work after breakfast or lunch so that movements are minimized as possible.
- 6.2. During a 4-hour shift, employees are allowed to take one break every two hours for tea, coffee.
- 6.3. Employees are allowed to smoke on designated areas however employees are not allowed to stay in groups.
- 6.4. It is advised to limit the number of smoke breaks as much as possible during the working shifts or hours.
- 6.5. Designated places for smoking should be defined and marked by the HR at all times.
- 6.6. After all breaks employees are required to wash their hands according to HPA guidelines.

7. Cleaning

- 7.1. Before each shift commence there should be at least 30 minutes for cleaning purpose.
- 7.2. The following places should be cleaned thoroughly with disinfectant solution according to the HPA guidelines.
- 7.2.1. Staircase railings
 - 7.2.2. All doors
 - 7.2.3. All door handles
 - 7.2.4. Lift doors
 - 7.2.5. Lift buttons
 - 7.2.6. Inside walls of the lifts
 - 7.2.7. Work stations/ tables, chair handles
 - 7.2.8. Meeting room tables / chair handles
 - 7.2.9. All equipment in the office
 - 7.2.10. Toilets
 - 7.2.11. Pantry
 - 7.2.12. Prayer room – on other floors
 - 7.2.13. HR and managers to ensure all employees have Trace Ekee app downloaded and running at all times.
- 7.3. It is advice to keep awareness sign boards at all common areas and inside the work area for all employees and customers to view.
- 7.4. Keep sanitizers easily available for all employees and customers
- 7.5. Employees are advised strictly not to bring friends and family members inside the workplace.
- 7.6. All toilets should be cleaned every 4 hours or depending on the number of people it is advised to clean every 2 hours.
- 7.7. All staff accommodations should be monitored and cleaned properly according to the HPA guidelines.

- 7.8. Frequently touched surfaces/high traffic areas such as door and window handles, light switches, work surfaces, buttons of elevator doors, toilet doors and surfaces, washbasin taps, soap dispensers, kitchen and food preparation areas, etc., must be cleaned once in each shift or when visibly dirty (HPA guidelines, 2020)
- 7.9. Cleaning staff (in house or outsourced) should be educated on proper procedures of putting on and removing gloves and masks, cleaning and disinfection procedures and hand washing/sanitising (HPA guidelines, 2020)
- 7.10. A cleaning and maintenance protocol should be in place by the Operations department or designated department.
- 7.11. Cleaning protocol should be monitored and approved daily by the operations department or designated department.

8. Receiving Co mails and parcels

- 8.1.1. Co- mails and received parcels should be cleaned in a designated area before handing over to the office area.
- 8.1.2. Upon receiving co mail boxes, parcels and documents should be cleaned thoroughly with disinfectant. After cleaning the parcels and documents user should wash their hands properly.
- 8.1.3. Receiving points (Receptions) should call the designated person or department for collection of the parcel or document.

9. Workstation

- 9.1. During the working shifts employees are required to clean their own work station if a second person comes into contact with their personal work station.
- 9.2. All work stations should have cleaning cloth and disinfectant readily and conveniently available.
- 9.3. Before going home employee should clean all the stationeries using disinfectant, specially on shared work stations.
- 9.4. After using the equipment (i.e. printers, common materials) one need to clean the touched surface with the disinfectant provided.
- 9.5. Wherever, possible it is always advised to limit touching the door handles and switch boards or frequent touch points with bare hands. It is recommended to use elbows or back of your hand while opening the doors or using frequent touch points.
- 9.6. All employees are advised to wash their hands as frequently as possible and avoid hand contact with your eyes, mouth and face.
- 9.7. Employees must avoid gathering around work stations of others and mingling at work place. Where possible extension lines must be used for inter departmental, inter-staff communications whilst at work. It is also advised to limit touching work area surfaces of others whilst in office ie: chairs, tables, computers etc.
- 9.8. If a repair work is required on a work equipment, employee must disinfect the equipment prior to letting the technician use the equipment for the repair work and after the repair work is completed.

10. Using Common Toilet

- 10.1. Employees should wash hands with soap and water after using the toilet according to the HPA guidelines.
- 10.2. It is advised to maintain physical distancing as much as possible while waiting in the toilet area.
- 10.3. All common toilets are required to have proper hand wash liquids or soaps and toilet papers at all times in toilets.
- 10.4. A cleaning log should be strictly maintained daily and kept for other employees to see.

11. Tea room / Mess room

- 11.1. A tea room protocol should be designed and managed by the operations department or designated department from each property.
- 11.2. A display should be posted near the tea room on number of person who can go inside at a given time.
- 11.3. All utensils such as mug, spoon, plates should be separated individually.
- 11.4. After use, all utensils should be cleaned properly by the user.
- 11.5. Before using the tea room all employees should wash hands according to the HPA guidelines.
- 11.6. Where there is seating, the arrangements should be designed keeping 3 feet physical distancing.
- 11.7. Where possible, it is advised to keep the tea room door open at all times to minimise the contact.
- 11.8. If employees bring food from outside, the bags should be thrown away immediately and sanitized if necessary.

12. Staff Accommodation

- 12.1. Where possible, all staff accommodation should follow the 3 feet physical distancing in organizing the beds and number of staff in each room.
- 12.2. All areas should be cleaned twice daily.
- 12.3. Apart from the designated employees, others should not enter the rooms.
- 12.4. All utensils in the kitchen area should be separate and cleaned individually.
- 12.5. Proper cleaning products should be provided at the accommodation sites at all times.
- 12.6. A cleaning protocol should be maintained in each accommodation site and a designated cleaner should clean the rooms according to the protocol. A log should be maintained daily and monitored by the Operations department or designated department once a week.

13. Responsibilities of Management (HPA 2020)

- 13.1. Managing the number of employees will be critical in protecting their health.
- 13.2. Assess and identify vulnerable groups (employees with underlying health conditions and those above 60 years of age. They should be given opportunity to work from home or make other arrangements, till the situation returns to normal.
- 13.3. Set up ways to communicate with employees online and communicate with them daily.
- 13.4. Make arrangements for employees to work in shifts (preferably the same group of people who work together in the same days/shifts) and then arrange shift duties to ensure physical distancing is maintained, especially in workplaces that may become crowded at times.
- 13.5. A long-term plan should be made to address the overcrowding at workplaces, in order to arrange workstations at 3 feet distance including workspace between each station.
- 13.6. Implement flexible sick leave policies and practices, and flexible work hours, if feasible.
- 13.7. Arrange shifts and work timings to ensure as little mixing as possible between groups of employees.
- 13.8. Also consider cross-training of employees in the most critical functions.
- 13.9. In staff accommodation, consider segregating employees who work together.
- 13.10. Increase awareness of COVID-19 among employees, promote safe individual practices at the workplace, engage employees in providing feedback on the preventive measures and their effectiveness (WHO, 2020).
- 13.11. Provide regular information about the risk of COVID-19 using information shared from HPA.
- 13.12. Special attention should be given to reaching out to engage vulnerable and marginalised groups of employees, such as foreign employees and people with disabilities

14. Responsibilities of Employees (HPA 2020)

- 14.1. The employee must ensure self-monitoring for fever or respiratory symptoms. If any symptoms develop stay home and report to HOD or supervisor and call 1676.
- 14.2. Be up to date with the COVID-19 related information shared by relevant authorities.
- 14.3. Physical distancing of atleast 3 feet needs to be maintained at all times in the workplace and when taking breaks.
- 14.4. The employee must wear face mask at all times if tolerated (refer to COVID19 webpage <https://covid19.health.gov.mv/>)
- 14.5. Avoid touching eyes, nose or mouth with unwashed hands.
- 14.6. When coughing or sneezing, cover mouth and nose with tissue or cover with flexed elbow. Immediately discard the used tissue in a dustbin.
- 14.7. Wash hands frequently with soap and water (wash for at least 20 seconds)
- 14.8. Employee must follow the hygiene etiquettes:
 - 14.8.1. Proper disposal of used tissues
 - 14.8.2. Used cloth masks that are reusable should be kept in a zipped cloth pouch, separate from clean masks. They should be washed before reuse.
 - 14.8.3. Clean the frequently touched areas in work stations.

M-

15. Implementation and Review Policy

- 15.1. This policy will be effective from 1st of September 2020
- 15.2. The policy should be communicated with all employees and available on staff portal
- 15.3. This policy should be reviewed every 2 weeks in comparison with the HPA guidelines and other government requirements.
- 15.4. This policy should be effective till the Corvid – 19 situations is under control or until the government informs otherwise.

Approved by:



Mohamed Manih Ahmed
Managing Director

Aishath Neena Ahmed
Executive Director