



LEMBEH RESORT

LEMBEH RESORT COVID OPERATING PROCEDURES

The following is an overview of the procedures and measures that we have in place at Lembbeh Resort for operating post-COVID:

GENERAL

- Regular training for all the staff to ensure the compliance with all protective and preventive measures (handwashing, physical distancing, no physical contact etc.), updates and daily compliance check.
- Safety and hygiene signs and posters in public, staff and guest areas to remind of the protective measures to follow during the COVID recovery period.
- Emergency procedures in the event of suspected COVID case, including isolation and protective measures.
- Regular monitoring of COVID-like symptoms including temperature checks.
- Mandatory facemasks for everyone when in contact with other people or when exposed to high-touch surfaces (computers, equipment etc).
- All departments are complying with disinfection "on the go" for each respective working station (disinfection of office phone, computer keyboards, desk etc.).
- Disinfectant spray bottles and towel wipes for workplace and equipment in each department.
- Reusable masks supplied to all employees.
- Hand sanitizer stations in public areas around the resort.

RESERVATION PROCEDURES

- Up to date COVID procedures sent to all guests pre-arrival.
- Health questionnaire sent to all guests pre-arrival.

FRONT OFFICE / ARRIVALS

- Welcome briefing including coronavirus protocol upon arrival for guests.
- Guest health check questionnaire on check-in.
- 3 step arrival procedure at resort for staff and guests. 1. Mask check, 2. Temperature check, 3. Handwashing.
- Guests and staff arriving by public transportation (including flights) are kindly requested to proceed directly to their rooms to shower and change clothes before engaging in other activities (clothes to be laundered as per COVID laundry procedures).
- Daily temperature check for all guests and staff.
- Deep cleaning and disinfection of all cars before and after transfers and tours.

- Private transport available.
- Expedited check out procedure.
- 2 reusable masks and stainless steel drinking bottle offered to each guests upon check-in.
- Room keys disinfected daily.
- Waiting marks on the front office floor to ensure physical distancing.

TOURS

- Densely populated locations are currently excluded from all Lembeh Resort tours.
- Increased cleaning and disinfection of vehicles.
- Disinfectant wipes / hand sanitizer are available throughout tours.
- Private tours are available and all tours are available for limited numbers.

FOOD AND BEVERAGES

- Adapted food service areas and procedures
- Strict, enhanced cleaning protocol in all food and beverage related areas.
- New table arrangements in the restaurant allowing for additional space between diners
- Hand sanitizer and handwashing stations are available in all common areas.
- No self-service coffee and tea station. In addition to our specialty coffees, local coffee and tea is available upon request at the bar and served by trained staff.
- Adapted service of condiments.

KITCHEN

- Masks and food safety gloves are worn by all kitchen staff during food preparation and are changed frequently.
- Strict compliance with existing Food Safety & Hygiene protocols by all employees dealing with food preparation.

SUPPLIES & SUPPLIERS

- We are working closely with our suppliers to ensure they are operating COVID prevention protocols.
- Allocated cleaning stations for received goods.

SCUBA DIVING & SNORKELING

- We are compliant with the DAN (Diving Alert Network) and RSTC (Recreational Scuba Training Counsel) recommendations which [may be viewed here](#).

HOUSE KEEPING AND LAUNDRY

- Our laundry cleaning protocol follows all health authority and government recommendations (including type of chemicals etc.)

- Procedures are in place for handling laundry which has come into contact with any guest or staff member suspected or confirmed as carrying COVID19.
- Cleaning in guest rooms and common areas using approved active cleaning and disinfectant products, especially "high-touch surfaces".
- Deep cleaning and aeration procedures in place for guest accommodation between guest check out and check in.
- All laundry is treated with approved active disinfectant products.

Note: This is an evolving list of procedures. In the event that further procedures are brought into action, this document will be updated accordingly.