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**JADE MOUNTAIN**  
Saint Lucia

# Our Commitment to Stellar Health & Sanitization

The health and safety of our employees, their families and our guests are our number one priority.

Our resorts have long been certified by organizations that are focused on food safety and general processes of operation that integrate and prioritize health and safety on many levels.

These include: HACCP, TRAVELIFE GOLD , LEED GOLD, PADI GREEN STAR

Our resorts are committed to upholding standards that will help maintain everyone's health and wellbeing. These measures will provide you with a safe, health-respected environment throughout your stay. We have added health and wellbeing requirements across all points of contact at every resort, including our public areas, restaurants and kitchens, bars, guest rooms, activities, dive centre, bike centre, fitness centre, spas, and includes all behind-the-scenes operations.

Here is a list of principles and guidelines for the changes we have adopted:

1. **Hand Hygiene**

Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and areas.

2. **Front of the House Signage**

There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks.





3. **Back of the House Signage**

Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

4. **Physical Distancing**

Upholding physical distancing by ensuring proper separation in bars, restaurants and common areas, reconfiguring public spaces, and limiting the number of employees and guests together in various areas. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible.

5. **Touchless operations and limited guest-staff face to face engagement**

Finding creative ways to limit staff physical contact with our guests while still delivering superior service.

6. **Continuous Education**

Educating both employees and guests about their shared responsibility to help protect each other.

7. **Healthcare Professional on Site**

Availability of health care professional on the premises or on call to consistently monitor guest and employee well-being.

## Protecting the Health and Safety of Our Guests and Employees

### Employee & Guest Health

Our Team members have been given clear instructions on how to deal with a presumptive case of Covid-19. Team members are instructed to stay home if they do not feel well and inform management if they notice concerning symptoms with guests or other team members. Guests and team members who exhibit symptoms whilst on property are to immediately inform hotel management.

### Case Notification

If there is a presumptive case at the resort we will work with St Lucian health authorities who we are in contact with to follow their appropriate directions.

### Room Recovery Procedure

In the event of a presumptive case of COVID-19 the affected guest room shall be removed from service and quarantined. The guest room shall not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing approved products within guidelines.

### Hand Sanitizer

Hand sanitizer placed throughout the resort. Use of hand sanitizer will be required as you enter our restaurants, bars, boutiques and other areas. We encourage all guests to use hand sanitizer each time you visit one of these outlets. Our team members are also practicing regular hand washing and sanitizing procedures.



### **PPE (Personal Protective Equipment)**

Our team members will be using PPE (Face masks etc.) both in our operational areas and when in contact with our guests. All of our team members will be provided with clean/sanitized uniforms and PPE daily. Our team members have been trained in proper use of PPE and procedures surrounding how to interact within new guidelines. We commit to doing this to respect your health and for you to be best able to respect ours. Face masks are required to be worn in public areas when surrounded by or near others. When relaxing on the beach, physical distancing observed and no interaction with staff, the face mask is not necessary.

### **Physical Distancing**

Bars and restaurant seating has been adjusted to allow for physical distancing without dampening the atmosphere of intimacy and being close to each other and nature. All seating areas will be sanitized after every use. We are happy to accommodate dining parties of up to four, providing you have travelled together and are socially connected from place of origin. Guests are encouraged to practice physical distancing by staying 6 feet apart from other guests not traveling with them. Employees will also adhere to this practise with other employees and guests whenever possible.

### **Transportation**

On-property transportation will be sanitized after every use. Travel will be limited to guests sharing a room.

### **Enhanced cCleaning**

Public areas and all common touch surfaces will be sanitized continuously. Our food storage and preparation areas are also subject to continuously rotating hygiene and sterilization procedures. Superior room cleaning (done while you are away from your sanctuary/room) that ensures a detailed

cleaning with appropriate sanitizing of all surfaces including sterilization of your sanctuary/room's soft areas, pillows, and bedding. Linens, towels and laundry are washed in accordance with required guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Dirty linen is bagged in the guest room to eliminate excess contact while being transported to our laundry facility

### **Ongoing Training**

We are continuously training our team members to be aware of your needs and concerns as well as their needs and concerns. Our team conducts daily meetings to analyse our successes and new areas for opportunity. We have assigned area specialists overseeing the successful progression of our new guidelines. We have a well-informed and focused team that is dedicated to partnering with you in respecting-health and relaxing in paradise.

## **From Check in to Check out the Guest Journey**

### **Arrival & Check In**

- Guests will arrive by sanitized transportation with limited driver contact
- We have made efforts to provide as contactless a check in process as possible
- Hand sanitizer will be available at check in
- We are frequently sanitizing welcome areas
- Front desk team members shall practice social distancing including utilizing every other workstation to ensure separation between employees whenever applicable and possible. The use of technology to reduce direct contact with guests, lobby population and front desk queue will be used where feasible. In addition, contactless payment processes are encouraged,



and when not available, team members will minimize contact as much as possible. Shuttle service shall be limited to guests sharing a room and disinfecting of contact points will be in place.

### Room Cleaning

- Our resorts use cleaning and sanitizing products approved for use and effective against viruses such as Covid-19.
- Guest rooms are cleaned before and after each arrival. Cleaning is thorough with attention paid to high-touch items such as handles, faucets, furniture, light switches, toilet seats and flooring.

### Resort Wide Sanitization

- Hand sanitizer placed in high trafficked areas in the resort
- More frequent cleaning of common areas as per our enhanced cleaning procedure above
- Spacing of guests considered throughout resort from restaurant seating to beach huts to resort shuttles

### Dining

- Face masks for restaurant staff from chefs to waiters
- Social distancing seating in restaurants
- Dining parties limited to guests travelling together
- Food and beverage service have reduced in-person contact with guests and minimized dining items for increased sanitation.
- Traditional room service has been replaced with a no-contact delivery method.
- Minimal items are placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, napkins, etc.

### In-room Dining

- All in-room dining utensils and equipment will be sanitized prior use

- Our overnight servers will wear gloves to collect your door hanger menus during the delivery of room service and collection
- All doors, handles and high contact surfaces will be sanitized at least once per hour
- Servers will wear a fresh pair of disposable gloves to collect trays
- Food trays will be set outside the room entrance for delivery and guests notified to minimize contact
- Guests are asked to place the tray in front of their room once they have completed their meal and to contact our team to pick up the tray

### Restaurants and Bars

- Food preparation has been audited and re-tooled for a stricter routine to ensure complete health and safety
- All team members must practice social distance of a minimum of 6 feet
- All restaurant tables have been spaced out to leave at least 6 feet between the chair back to chair back
- All bar & lounge tables have been spaced out to leave at least 6 feet between the chair back to chair back
- All high chairs at the bar counters are removed
- Employees and guests must wear face masks as per local protocol

### Beaches and Public Areas

- Beach chairs will be separated at six feet apart or greater
- Public areas and all common touch surfaces will be sanitized continuously
- Disinfecting misting units will properly and regularly apply disinfectants to public areas for sanitation
- Hand sanitizing stations are present throughout the property in public areas and all restaurants and bars



### Pools

- Water quality tests are conducted daily for all pools.
- Our pools already excel in their sanitization however in addition we have adopted the below listed elevated protocols targeting sanitization:
  - ◆ Three time's daily reading and logging of the pool's chemistry
  - ◆ Maintaining sanitization chemicals are a range of between 2 and 3PPM
  - ◆ Your in room hot tub is also sanitized daily while your room is being cleaned.

### Spa

- Guests' temperatures will be checked prior to treatment as a precautionary measure
- Washing and rinsing of glasses and utensils will be done in a professional grade dishwasher
- All team members and therapists will wear masks and gloves when carrying out most spa treatments
- Proper cleaning and sanitization of treatment rooms, bathrooms and reception waiting areas will be conducted throughout the day
- Therapists will frequently wash hands with soap and water, and sanitize between clients and prior to resuming treatment
- Spa linens will be stored and transported in sealed bags/containers to enable minimal handling by Team Members
- Massage tables, headrests and other wellness apparatuses will be thoroughly sanitized after use between clients
- Hand sanitation stations will be available at the entrance to the spa
- All equipment, surfaces and furniture will be cleaned and sanitized after use and every three hours.
- A distance of 6 ft. will be maintained at all times and guided by floor markers
- All door handles and frequently touched surfaces will be cleaned and sanitized every three hours

- Air conditioner units and filters will be cleaned and sanitized daily.

### Fitness Centre

- Equipment will be spaced out to leave at least 6 feet distance in-between
- A maximum of 3 people will be allowed to be in the gym at any time
- Hand sanitation stations will be available at the entrance to the spa and fitness centre
- All equipment, surfaces and furniture should be cleaned and sanitized after use and every three hours.
- All door handles and frequently touched surfaces should be cleaned and sanitized every three hours
- Air conditioner units and filters will be cleaned and sanitized daily

### Dive Centre, Dive Boats, Watersports & Activities

- All team members have received comprehensive training on COVID-19 and are encouraged to practice social distancing of a minimum of 6 feet
- Appropriate Personal Protective Equipment (PPE) will be available and worn by all employees based on their roles and responsibilities and in adherence to the local regulations and guidance.
- Hand sanitizer will be made available and guests are encouraged to use them before participating in activities
- Staff will frequently sanitize and wipe all surfaces and high transfer risk areas
- Boats will be washed and disinfected daily and also in-between if the vessel is used for different dive groups
- Social distance of minimum of 6ft will be observed on each vessel, visual markers indicating social distances have been added on each vessel
- Number of divers per each dive boat have been reduced to allow social distancing
- In the water at the surface, buoyant staff and buddies are advised to stay appropriately





distanced and still reachable within the two seconds guideline

- Separate rinse tanks for BCDs, fins, wetsuits, regulators and masks will be available and each tank will contain disinfecting chemicals
- Filling stations and Compressors will be disinfected before and after use
- Rental scuba and snorkeling gear will be available and disinfected before and after each use
- All water based activities will be available, but with reduced numbers of guests, depending on the activity
- All watersports equipment will be disinfected before and after use
- Jungle biking will be available and all bikes and gear will be disinfected before and after use

#### Supplier Standards

- Even our vendors, suppliers, and partners will be held to the new Stellar Protocol of Cleanliness by:
- Temperature will be taken for any suppliers entering the property
- All suppliers will be asked to use hand sanitizer when entering the property and wear a face mask at all times while on property
- Restricting delivery windows and limiting physical contact
- Sanitizing all touch points, including equipment, storage spaces, and access areas
- Removing all outer packaging upon delivery to eliminate any contaminants

#### Check Out

- Similar to check in, contact will be limited as much as possible
- Full sanitization of room after checkout per our enhanced cleaning procedure above

#### Back of House

- Ongoing training for all staff. PPE provided to staff as required.
- Hand sanitization stations in common areas
- Social distancing measures where possible
- A health and safety leader has been appointed for each department to keep things in check
- Frequent sanitization of common areas
- Back of house signage in high trafficked areas indicating proper use of PPE, encouraging frequent hand washing and other procedure

