COMO Point Yamu's commitment during COVID-19

One of our founding purposes at COMO Hotels and Resorts has been our 25-year commitment to holistic wellbeing, among customers, staff and the communities where we operate. While the world is shifting as we try to find a 'new normal' in these exceptional times, our core philosophy towards proactive wellness isn't changing: it has just never been more front of mind.

On property, we will continue to adjust measures to remain in line with different government guidelines – including social distancing and temperature monitoring. If we are in any doubt about a local government's approach, we will always go further to ensure the safety of staff and guests. This includes exceptional protocols on sanitisation per the best-in-class standards that we subscribe to as a company.

In the long term, health isn't ever a quick-fix but a life-long commitment. This is the driving force behind COMO Shambhala – the wellness heart of COMO Hotels and Resorts, which has always prescribed an integrative approach to wellbeing. More than ever, we will be encouraging guests to deepen their journey in proactive wellness with our immune boosting cuisine, targeted fitness and results-driven treatments.

ENHANCED MEASURES

At all of our hotels and resorts around the world, we have put in place precautionary measures to ensure the health and safety of our guests and staff. These include:

Temperature monitoring for guests and staff. The enforcing of safe distancing measures throughout our properties, including managing spaced seating in our restaurants and bars, and limiting guest numbers in fitness classes, gyms and pools. Elevation of our cleaning standards to ensure all areas are consistently and continuously sanitized. Hand sanitiser gels and disinfectant wipes made available in all public spaces.

While these heightened measures are in line with World Health Organization (WHO) recommendations, you can be assured that our philosophy for healthy living remains at the forefront of everything we do.

Should you have any further questions or concerns, our hotel managers at each of our properties will be more than happy to assist you.

CLINICAL CLEANING AND INFECTION CONTROL PROCEDURES

FRONT OF THE HOUSE

PRE-ARRIVAL

Formalities: For our pre-booked guests, all check-in formalities will be completed online, where possible, in order to reduce contact and time at Reception.

GUEST TRANSPORT (applicable for contracted vendors only; not applicable for taxis, Grab).

- **PPE for Drivers:** Our drivers will wear protective gear in line with local health guidelines.
- **Disinfection of vehicle's key high-touch points:** Frequently touched areas inside vehicle in the passenger will be disinfected with every arrival, e.g. door handles (inside/outside), seat belt buckle, arm rests, device charging cords, boot handle etc.
- **Hand disinfection:** Our drivers will wash their hands before and after the disinfection of hot spots after dropping off guests and after loading/unloading luggage.

Luggage Disinfection: We will seek approval from guests to disinfect exterior of guest luggage with medical- grade antimicrobial agent ensuring the luggage remains locked/sealed; we will exercise caution when handling luggage made of leather/delicate fabrics.

Guest Instructions: We will provide an information sheet which covers all the steps taken by the hotel for safety and sanitization along with the operational norms for restaurants, room service, housekeeping and laundry procedures during COVID-19 era.

Guest amenities: We will provide sealed, disposable, sanitizing hand wipes, in addition to disposable wet towels as well as convenient disposal bins.

ENTRANCE

Temperature check: Our front office teams will wear PPE as required by local health guidelines and temperature checks will be performed on arrival.

Febrile guests: Guests running a temperature of more than 98.6°F or 37.0°C or suffering from sore throat, dry cough, lack of taste and smell, shortness of breath, fatigue, vomiting and / or diarrhea will be politely directed to the closest hospital/medical facility; we have a designated quarantine area in the hotel in the event the guest cannot be transferred to a doctor/medical facility straight away.

Hand disinfection: We encourage mandatory hand sanitation on arrival and will provide hand sanitizer.

Luggage Disinfection: We will seek approval from guests to disinfect exterior of guest luggage with medical- grade antimicrobial agent ensuring the luggage remains locked/sealed; we will exercise caution when handling luggage made of leather/delicate fabrics; Luggage carts will be disinfected every 4 hours.

Provision of PPE to guest on arrival: We will provide masks where required by local health guidelines.

RECEPTION (CHECK-IN /OUT), CONCIERGE, GUEST SERVICES

PPE for Receptionists & Porters: Where stipulated by local health guidelines, team members will wear protective gear.

Social Distancing: Our team members will observe social distancing whilst checking in.

Hand disinfection: Hand sanitizer stands will be readily available to guests; Hand sanitizer will be available to team members behind the Reception counter.

Hotel Sanitation Norms: Guidelines will be displayed at Reception/Guest Services and displayed in guest rooms (where applicable).

Sanitizing of Equipment: Frequently touched areas will be disinfected regularly e.g. telephones, key card machine, payment terminals, pens, and counter.

Key Cards: We will disinfect collected cards with medical-grade antimicrobial agent.

ELEVATORS

Sanitation: We will sanitize high-touch point areas e.g. entire elevator cabin, especially operating buttons, with medical-grade antimicrobial agent and electrostatic spray.

GUEST ROOMS

PPE for Room Attendants: All our room attendants will wear protective gear as required by company and local health guidelines.

Housekeeping Service: Our housekeeping service will continue daily and can be flexible on timings in order to minimize person-to-person exposure. Turn down service will be provided on request only.

Bed Linen & Towels: Our linen will be handled with extreme care to prevent raising dust and potential contamination; used linen will be washed at high temperature for at least 25 mins to kill potential bacteria.

In-Room Sanitation: Frequently touched areas will be disinfected regularly e.g. telephone, remote control, door/window/wardrobe handles, toilet seat/flusher, faucets, shower controls, coffee maker, tea kettle, light switches, thermostat, hair dryer, minibar door, bottle opener, guest directory, in-room dining menu, safe, etc., handle of mini bar fridge, etc.; We will use a fresh, clean set of microfiber cloths for each room to avoid cross-contamination.

Utensils: Dirty glassware, china and silverware will be removed from bedrooms and processed by our housekeeping teams; Dirty items will be cleaned in dishwashers.

Bins: We will disinfect bins with appropriate anti-microbial cleaning agent.

PUBLIC AREAS (LOBBY, RESTROOMS, PLAY by COMO)

PPE for Public Area Attendants: Our team members will wear protective gear as required by local health guidelines; these guidelines will be enforced by management; our supervisors will monitor the proper use of PPE; PPE will be replaced and sanitized as necessary.

Social Distancing: We will rearrange furniture in such a way that it allows for proper social distancing.

Sanitation: We will sanitize regularly all high-touch points e.g. telephones, phone chargers, chair arms, tables, handrails, door handles, toilet seat/flusher, baby changing facilities.

Restrooms: Hand sanitizer will be available in all.

Soft Furnishings: Our soft furnishings will be steamed periodically.

RESTAURANTS (BAR/LOUNGE)

PPE for Waiters & Hostesses: Our team members will wear protective gear as required by local health guidelines and temperature checks will be performed at the restaurant entrance.

Febrile guests: Guests running a temperature of more than 98.6°F or 37.0°C or suffering from sore throat, dry cough, lack of taste and smell, shortness of breath, fatigue, vomiting and / or diarrhea will be politely directed to the closest hospital/medical facility; we have a designated quarantine area in the hotel in the event the guest cannot be transferred to a doctor/medical facility straight away.

Hand disinfection: Mandatory hand sanitation will be enforced for our team members; Hand sanitiser will be readily available to team members at the Hostess stands and in the back of the house.

Social Distancing Restaurant Room: We will manage the restaurant seating, and follow the one meter social distancing measure between different parties.

Placemats: Our placemats will be changed and sanitized after each party has left; Disposable paper napkins may be provided upon request as an alternative; tabletops and chair arms will be sanitized regularly.

Service Style: We will exclusively provide 'A La Carte' service for breakfast, lunch and dinner.

Menus: QR code menu will be available.

Food Safety: We will continue to observe the strictest good hygiene practices across all areas of the hotel.

IN-ROOM DINING

PPE for Waiters: Our waiters will wear protective gear as required by local health guidelines;

Delivery/Retrieval: We will minimize exposure in guest rooms as much as possible or offer guest contactless delivery by leaving tables/trays outside the room after ringing the doorbell and announcing delivery; All food items will be covered in transit.

Hand disinfection: Mandatory hand sanitation will be enforced pre-/post-delivery of an order.

Food Safety: We will continue to observe the strictest good hygiene practices on items such as salt & pepper cruets, hot boxes, trays, etc.

MEETINGS AND EVENTS

PPE for Waiters & Hostesses: Our team members will wear protective gear as required by local health guidelines and temperature checks will be performed before the guest enter the function and event spaces.

Febrile guests: Guests running a temperature of more than 98.6°F or 37.0°C or suffering from sore throat, dry cough, lack of taste and smell, shortness of breath, fatigue, vomiting and / or diarrhea will be politely directed to the closest hospital/medical facility; we have a designated quarantine area in the hotel in the event the guest cannot be transferred to a doctor/medical facility straight away.

Hand disinfection: Mandatory hand sanitation will be provided with the help of touchless hand sanitiser dispenser in meeting rooms; Hand sanitiser will be available to team members in the back of the house areas.

Social Distancing: We will reduce occupancy to maintain social distancing norms.

Meeting Room Sanitation: We will sanitise all key high-touch points e.g. telephones, projectors, remote control, door/wardrobe handles, light switches, cover of recessed electrical outlets, chair arms, flip charts & markers, etc.

Ventilation: Each time a room is serviced, we will ensure it is well-ventilated by opening window(s) where possible.

PPE for Team members: Our team members will wear protective gear as required by local health guidelines.

GYM AND TREATMENT ROOMS

PPE for fitness and Spa attendants: Our team members will wear protective gear as required by local health guidelines and temperature checks will be performed at COMO Shambhala entrance.

Febrile guests: Guests running a temperature of more than 98.6°F or 37.0°C or suffering from sore throat, dry cough, lack of taste and smell, shortness of breath, fatigue, vomiting and / or diarrhea will be politely directed to the closest hospital/medical facility; we have a designated quarantine area in the hotel in the event the guest cannot be transferred to a doctor/medical facility straight away.

Hand disinfection: Hand sanitiser will be available in the Gym.

Social Distancing: We will rearrange furniture / exercise equipment in such a way that it allows for proper social distancing; we will establish a maximum capacity of users in the gym when are permissible to be reopened.

Disinfection of furniture: Our furniture will be cleaned and disinfected periodically with appropriate anti- microbial cleaning agents.

Sanitation: We will regularly sanitise all high-touch points e.g. telephones, remote controls, door/locker handles, exercise equipment, floor mats, toilet seat/flusher, hair dryers, water dispenser taps; We will sterilise beauty equipments and steam rooms will be treated as per our standard local regulations.

Massage Bed Linen & Towels: We will place used linen in clear plastic bags and seal the bags; we will wash the linen at a minimum of 70°C for 25 mins.

Bins: We will continue to disinfect bins with appropriate anti-microbial cleaning agents.

BACK OF THE HOUSE

BEST PRACTICES Temperature check: We will enforce mandatory temperature checks on team members before starting their shifts, same practice will apply to any visitor (candidate, supplier, and consultant). Team members or visitor running a temperature of more than 99.1°F for 37.0°C, with/without symptoms will be sent home. Records to be kept; Status to be reported to Management.

COVID-19 symptoms: Any colleague suffering from sore throat, dry cough, lack of taste and smell, shortness of breath, fatigue, vomiting and / or diarrhea will be asked to return home and contact their local Public Health center.

Hand sanitisation: Our team members will use hand sanitiser before and after clocking in to work and during their shifts.

Personal Protective Equipment PPE: Team members will be given PPE as indicated by Company Policy and/or local health guidelines; Supervisors will monitor the proper use of PPE; PPE to be replaced and disinfected as required.

Changing of uniforms: Fresh uniforms (e.g. items that directly touch the skin such as shirt, blouse, or Chef's jackets/aprons) will be provided to all team members at onset of each shift.

Worn uniforms: Worn colleague uniforms will be deposited to Laundry after the shift.

Social distancing: We will stagger colleague shifts to enforce social distancing amongst team members and departments; 15-minute slots will prevent overcrowding in the locker rooms and rest rooms; all team members will comply with the 1.5m social distancing rules.

Staff canteen: Social distancing measures has been implemented in our team member's restaurant.

Hand washing & sanitisation: All our team members advised to enforce hand hygiene, coughing etiquette and respiratory hygiene; our locker rooms will be thoroughly disinfected every day during overnight shift.

Wash hand basins (WHB): WHB will be fully equipped with necessary utilities; Hot water, bactericidal liquid. We will also ensure that all our bins are lidded pedal-operated and lined.

Alcohol hand-rub: Alcohol-rub will be affixed at strategic points.

Personal Hygiene Posters: We are displaying prominent signage, affixed in conspicuous areas including notice boards reminding team members to enforce strict cough etiquette, hand washing and hand sanitisation.

Outer clothing and personal belongings: These items will be kept inside colleague lockers.

Monitoring: Our colleague locker rooms will be regularly monitored to ensure that WHB are functional and equipped, alcohol hand-rub will be readily available, bins emptied, and overcrowding will be avoided especially at start and end shifts.

OFFICES, WORKSTATIONS & MEETINGS

Alcohol hand-rub: We will ensure that alcohol-rub will be affixed at strategic points.

Social distancing: We will rearrange our offices to apply to social distancing regulations.

Working from Home: We will implement 'Working from Home', within reason, for team members in administrative roles whose physical presence on property is not essential.

Key high-touch points: Frequently touched surfaces will be disinfected regularly, e.g. Tables and chairs, door handles, light switches, thermostats, telephones, keyboard, mice, hot water kettle, printer/copier/scanner, etc.

Meetings: We will move furniture and chairs to apply to social distancing regulations; alcohol hand-rub will be readily available; we will ensure proper ventilation e.g. open door / window if meeting lasts for more than 30 minutes; we will continue to disinfect table tops and chair arms after each meeting and during breaks where appropriate.

DELIVERY AND RECEIPT OF GOODS

Receipt of goods: Temperature checks will be performed on the supplier, delivery driver and any person entering our hotel premises.

COVID-19 symptoms: Any person suffering from sore throat, dry cough, lack of taste and smell, shortness of breath, fatigue, vomiting and / or diarrhea will be asked to return home and contact their local Public Health center.

Goods Receiver: Our team will continue to observe excellent respiratory and hygiene standards as well as social distancing guidelines.

Alcohol hand-rub: We provide alcohol-sanitisers in our loading bay for colleague and supplier use.

Cleaning and sanitation: Our goods receiving area and loading bay will be cleaned and disinfected at regular intervals.

Cleaning of delivered goods and carts: Proper cleaning and disinfecting will be enforced before and after every delivery.

Chilled and frozen items: All food packaging items will be sanitised using appropriate cleaning agents, before taken into refrigerators and/or freezers, where possible outer packaging to be removed on unloading.

Waste collection: Our waste collection is scheduled in order that it does not coincide with during linen and food deliveries.

SERVICE ELEVATORS & SERVICE CORRIDORS

Sanitation: Sanitise key high-touch points e.g. entire elevator cabin, especially operating buttons, with disinfecting wipes or disposable paper towels sprayed with hospital grade disinfectant and with electrostatic spray.

Hand disinfection: Hand sanitation is mandatory with help of hand sanitiser dispenser, prominently displayed on all service floors and back of house areas.

KITCHEN & STEWARDING

Sanitation: Our operational kitchens will continue to be sanitised at regular intervals as dictated by hotel cleaning schedules.

Social distancing: We will limit the number of team members to the minimum required; Our team members will be organised in teams to reduce interactions between individual team members.

PPE: All our team members wear disposable masks, gloves and all other safety gear as dictated by HACCP based Policies and cleaning chemicals. All items will be sanitised, cleaned and replaced as per local policies.

Disinfection of food equipment, utensils and tools: We continue to clean and disinfect key high-touch points e.g. food equipment and food contact surfaces including chopping boards as dictated by the HACCP standards.

LAUNDRY & GUEST LAUNDRY SERVICE

Social distancing: Our colleague workstations are being placed in such a way that team members can maintain appropriate social distances.

PPE: All our team members will wear disposable masks and gloves when processing soiled linen or guest laundry.

Delivery/Retrieval of Guest Items: We will minimize exposure in guest rooms as much as possible; all guest laundry items will be covered in transit; when retrieving/delivering guest items, team members will wear PPE in public areas as required by local health guidelines.

Washing Programs: We continue to operate washing programs for each type of linen, using cleaning and hygiene products.