



Covid-19 Safe Operations Protocols

as of 24/09/2020

Out of concern for the safety and security of our dear guests, and in light of the pandemic conditions of the new Covid-19 virus, and in cooperation with the Chamber of Hotel Establishments in accordance with the measures and standards prescribed by the Ministry of Health and the World Health Organization, Desert Rose Resort will be taking some preventive measures that guarantee the safety of its guests and employees. These measures have put into consideration the guest journey starting from reservation all the way to checkout, ensuring a safe and enjoyable experience.

1. Reservation

- Reservation can be finalized online through the resort's booking engine, by phone or email all that avoid any direct contact with staff. All required guest data are obtained online after they receive the relevant instructions. This will also ease the check-in process soon as the guest arrives with no or minimal contact with front desk staff. In case of necessary direct interaction, all safety measures will be considered including social distancing, masks and gloves.
- Resort occupancy will not exceed 50% of its capacity till further communication from local authorities.
- Extra measures will be considered with all guests above 65 years of age or guests with chronic diseases, following the advice of local authorities at the Ministry Of Health and Population in Egypt.

2. Check-in and Accommodation

- Vehicles will be sanitized prior entering the main gate
- All guest luggage and personal handbags will be sanitized at lobby entrance. Different luggage of different guests will not be placed in the same area.
- In case of crowd, staff will manage cues prior entering lobby, ensuring social distancing is applied.
- All guests will be tested for body temperatures prior entering lobby, keeping a log with each guest's name to monitor their health during stay.
- Check-in key will be ready. RCs will be signed by guests' own pen or using a sanitized pen.
- Accommodation packages are now available in English, Russian, German and Arabic through online QR code for guest to scan with their personal mobile. Accommodation letter includes safety regulations and all possible needed info including a map to minimize interaction with staff during stay.
- Groups will be checked-in individually in coordination with travel agent's representative and front desk manager avoiding crowd in lobby area.
- Bellmen will assist the guests taking their luggage up to the room's door. No bellmen will enter the rooms.
- Hand sanitizers are available across all public areas inside the resort. Fifty hand sanitizers are currently installed in public areas, bathrooms, restaurants and bars.

3. Internal Operations

- All rooms go through a two-phased protocol prior guest accommodation:
 - Sanitization through dedicated control staff using chlorine / water ratio as indicated by Ministry of Health and Population and WHO.
 - Housekeeping as per internal protocols, ensuring staff are wearing the proper full safety suit (

- After accommodation, room floors and contact points will be sanitized daily via infection prevention trolley.
- During sanitization, all room rubbish will be disposed of safely
- New linens will only be provided upon request during guest stay, and will be replaced by guest himself, following the below protocol:
 - Housekeeping will provide guest with laundry bag to place the dirty linens and towels and guest will be asked to place the bag front of the room.
 - Housekeeping will provide a bag with clean linens to the guest without entering the room, maintaining social distancing.
- Upon check-out, room will be fully cleaned and sanitized
- Luggage is sanitized in-front of the room at guest's check-out
- Rooms will stay shut and will not be available for the next accommodation for 12 hours.

4. Internal Supervision Procedures In Public Areas

- Corridors are be sanitized daily using a chlorine.
- Bathrooms in common areas will be cleaned and sanitized every hour.

5. Laundry

- Laundry, including beach towels will be washed at a temperature of 75 degrees celsius and above and disinfected using chlorine.
- Laundry area is disinfected daily
- Clean and dirty laundry are handled in separate areas to prevent infection
- All laundry staff members wear a full safety suite

6. Restaurants and Bars - *following the requirements of WHO and the Ministry of Health and Housing*

- All buffet services are operating by serving chefs
- All guests will be checked for body temperature prior entering any of the operating restaurants while maintaining social distancing
- Social distancing will be respected regarding the distribution of dining tables
- Maximum number of individuals shall not exceed 4 people in restaurants and 3 people in bars per table
- All tableware, dishes, cutlery, and any food preparation utensils will be cleaned and sterilized following this protocol:
 - Initial sterilization by sinking tools in disinfectant and at 82 Celsius for no less than 10 minutes.
 - Washing, rinsing, sanitizing and drying using dishwasher
- Hand sanitizers will be available at all restaurants bars
- Cleaning and sanitizing tables and utensils after each use using diluted chlorine by f&b representative
- Cleaning and sanitizing the restaurant as a whole after each meal using chlorine via safety control group.
- Water pipe will not be served and banned from all venues

- Complete sanitization of all bars after operations using chlorine visa safety control group
- Following social distancing protocols in bars.
- Cleaning and sterilizing bar utensils and equipment regularly
- Ensure all bar staff are wearing safety apparels

7. Health and Food Safety

- Regular quality checks in all food preparation areas to ensure compliance with food and safety measures.
- Regular quality checks in all food storage areas to ensure compliance with food storing measures.
- Following all preventive measures in receiving areas
- Regular check of all water tanks ensuring cleanliness and sanitization of tanks as per agreement with contracted partner.
- Regular checks in all bars to ensure compliance with beverage preparation measures and staff personal hygiene.
- Measuring food temperatures during cooking and serving
- Regular quality checks to ensure compliance with vegetables and fruits cleaning and disinfecting process

8. Swimming Pools and Beach

- Disinfecting and sanitizing swimming pools regularly using globally approved chlorine ratios (1:3ppm and a maximum of 5ppm in some cases)
- Sanitizing seating areas around all swimming pools both during the day and at the end of day.
- Sanitizing sunbeds and tables after each guest via recreation representative and end of day via safety control section.
- Maximum 2 sunbeds are allowed under each umbrella
- Respecting social distancing in regards of sunbeds distribution and operations
- Beach towels are offered sealed bags from towel centres. Guests are encouraged to use their assigned beach towel throughout the stay and minimize change requests⁹

9. Recreational Activities

- Entertainment activities are offered day and night, with live performances, while maintaining social distancing between guests and performers.
- Operating group activities maintaining social distancing. All venue surfaces and equipment are sterilized and disinfected after each use.

10. Excursions and Diving

1- Diving, Snorkeling and Boat Excursions Staff

- Staff are regularly trained on Covid-19 symptoms and preventive measures to reduce the spread of infection.
- Temperature checks of all staff members daily with log books to monitor.
- All staff members are wearing masks and gloves for those in charge of cleaning, kitchen, charging and maintenance stations for cylinders, diving equipment, and those in charge of cleaning rental equipment.
- Reduced workforce to ensure safe operations.
- Employees can take leaves every 60 days.
- Any staff members who display symptoms is sent on leave.

2- Reception Area for diving snorkeling and boat excursions

- Disinfectants and hand sanitizers available across the center, facilities and reception area and single-use pens.
- Guidelines for preventive measures available in different languages.
- Non-operating staff members are banned from entering or being in the center or the facility.
- Guests are encouraged to use credit / debit cards for transactions to minimize exchange of cash
- Social distance applied by leaving a minimum of 2 meter between tables and at least 1 meter in training rooms
- High traffic areas and touch points regularly disinfected throughout the day
- Log book kept and monitored with data of all safari trips participants

3- Conditions for cleaning and sterilizing diving, snorkeling, free diving and marine activities

- Equipment Sterilizing: Regulator - face mask and snorkel - BCD floatation device - diving suit to be immersed in a 10% chlorine bleach solution for dilution. A quarter cup of bleach chlorine is added to 4.95 liters of water, if the bleach has a concentration of 5% for dilution in addition to half a cup of bleach chlorine to 4,9 liters of water.
- Cleaning and disinfecting all equipment after each use, and keeping (returned) rental equipment that has not yet been cleaned in a separate area from the clean equipment storage area, and replaced frequently to avoid using the same equipment on a regular basis.
- Each guest is required to use their equipment throughout the trip and not share it with others or mix it with others 'equipment. Guests must clean their personal devices, and are encouraged to bring their own.
- Equipment for kite surf, windsurf, surfing, parachutes are washed using water and left to sun-dry for over than an hour.

4. Yachts and Cruise Boats

- Guests will not exceed 50% of the total boat capacity
- Operator responsible to measure temperature of all passengers and crew prior sailing and before heading to the scaffolding. All are obliged to wear masks during boat transportation.
- Sterilization and disinfection protocols are maintained for all surfaces on yachts and cruise boats.
- Guests are encouraged to bring their own cups and cutlery, and in the event that this is not possible, single-use cups and cutlery are provided.
- Avoiding crowds by adhering to safe distances as individuals disembark and exit waters as well as sticking to only two people maximum to be present in the disembarkation area.
- All first aid kits and adequate protective equipment on boats are provided.
- Antipyretic is present on boats and at facility headquarters.
- Guests can order their preferred meals from the menus on board. No open buffet or shared platters are provided.

5. Preventive measures in the event of a Covid-19 infection on board during trip:

- Dedicate a boat cabin for quarantine (provided that the cabin with the emergency exit is not at the bottom of the yacht).
- Guests must inform the crew if they notice any of the covid-19 symptoms and adhere to the isolation in the designated cabin.
- Reduce use of air conditions inside cabins and ensure ventilation in all cabins.

11. Staff Prevention Protocol

- Only 50% of staff capacity will be operating
- Temperature checks will take place regularly several times a day
- Daily log will be created to monitor all staff health status
- Staff coming back from leave are quarantined and monitored daily prior returning to operations
- Staff undergo quarantine time and monitored daily prior leaving to their vacations
- Staff will be allowed their leaves every 60 days
- Social distancing measures will take place in staff housing and staff restaurant
- Younger staff with no chronic diseases will be given responsibility to work in operations
- All staff areas and restaurant will be sanitized after each meal via safety control staff
 - All tableware, dishes, cutlery, and any food preparation utensils will be cleaned and sterilized following this protocol:
 - Initial sterilization by sinking tools in disinfectant and at 82 Celsius for no less than 10 minutes.
 - Washing, rinsing, sanitizing and drying using dishwasher
- Cleaning sanitizers – diluted chlorine- will be provided for self-service in rooms of staff housing
- Bathrooms will be cleaned and sanitized every hour
- Linens will be changed only upon request and through self-service
- No water pipe are allowed in staff prevention control

- Covid-19 symptoms awareness and prevention signs will be distributed across staff areas
- Regular training will be given to staff to maintain awareness and ensure quality on safety protocols dealing with guests
- All rooms, surfaces, heavy contact points like door knobs will be sanitized using chlorine concentration of 5:10 and diluted 1l to 9l of water
- All furniture (including food preparation surfaces) will be sanitized using chlorine concentration of 5:10 to be diluted 20cm to 980 cm of water.
- All sanitizing operations will take place via safety control staff and under the supervision of Desert Rose quality department.

12. Monitoring and Maintenance

- All protocols will be executed via documented plan and full knowledge of department heads.
- Monitoring protocols will be the responsibility of the quality department
- Logs will be created to monitor all details related to executing protocols (date, time, executive in charge..etc.)
- All logs will be revised and certified daily
- Staff or guests who do not abide with safety protocols will be reported and managed.

13. Sanitization

- All rooms, surfaces, heavy contact points like door knobs will be sanitized using chlorine concentration of 5:10 and diluted 1l to 9l of water
- All furniture (including food preparation surfaces) will be sanitized using chlorine concentration of 5:10 to be diluted 20cm to 980 cm of water.
- All sanitizing operations will take place via safety control staff and under the supervision of Desert Rose quality department.

14. Quarantine Protocol

- Full on-ground block (136 rooms) is locked to be used as quarantine if and when any cases are suspected
- Resort to contact relevant authorities at the Ministry of Health and Population to report positive cases.
- Daily check-ups to take place on all quarantined individuals until end of lock down
- Dedicated staff members will be the contact point for quarantined individuals
- Monitor any individuals who were in direct contact with positive cases
- Serve meals to quarantined individuals by placing them on table outside each room
- Provide only disposable cutlery to quarantined individuals
- No housekeeping will be available for quarantined rooms, individuals will carry cleaning their rooms themselves.
- No staff members will be allowed inside quarantined rooms

- Laundry and clean linens will be exchanged in front of the rooms in sanitized bags with no contact whatsoever with housekeeping staff
- Quarantined individuals will be on total local down inside their rooms
- Non Egyptian guests proven to be infected who do wish to return back to their home country for medical attention will need to coordinate with a travel operator and sign an acknowledgment of responsibility form. Process will be under the supervision of the Egyptian authorities following their protocol.

15. Medical Services

- Dedicated team fully aware of quarantine protocols will be on-ground to carry on the responsibility of monitoring quarantined cases
- 24/7 clinic and on-ground doctor is available for all guests (for an extra charge)
- Medical visits regarding Covid-19 suspicion or monitoring is free of charge

16. Limousine Service

1. The Reservation Desk

- Staff obliged to wear mask and gloves
- Transparent glass shield at desk for prevention during one-to-one interaction between staff and guest
- Reservation desk and chairs will be sanitized after each use
- Only 50% of staff capacity will operate

2. Vehicles

- Desert Rose relevant operation protocols will be followed
- Vehicle will be sanitized inside out, cleaned and well ventilated after each use
- Sanitizing spray will be available for each vehicle
- Hand sanitizer will be available inside each vehicle for guest use
- Only 50% of staff capacity will operate.
- Maximum 2 guests will be allowed per vehicle
- No guests will be allowed to have front passenger seats
- Masks should be worn at all times during trip by driver and guests
- Luggage and belongings will be sanitized by driver prior vehicle use

17. Bike Service

- Desert Rose relevant operation protocols will be followed
- Staff obliged to wear mask and gloves during operation hours
- Hand sanitizer will be available inside each vehicle for guest use
- Social distancing to be maintained

- Approved sanitizers will be used to disinfect each bike after each use
- Maintain and monitor log book showing body temperatures of operating staff

18. Camel Riding Service

- Desert Rose relevant operation protocols will be followed
- Staff obliged to wear mask and gloves
- Social distancing to be maintained
- Approved sanitizers will be used to disinfect seating area after each use

19. Outsourced Cafeterias

- Desert Rose relevant operation protocols will be followed
- Staff obliged to wear mask and gloves
- Social distancing to be maintained
- Maintain and monitor log book showing body temperatures of operating staff
- Tables and chairs sanitized after each use
- Cafeteria supplies sanitized prior delivery to operating staff