

 **CONSTANCE**
STAY SAFE

 **CONSTANCE**
HOTELS & RESORTS

 resorts



INTRODUCTION

At Constance Hotels, Resorts & Golf we look forward to reopening our doors to our guests. Today, more than ever, the health and safety of our guests and employees is our utmost priority. We have developed a reinforced sanitary protocol, called '*Constance Stay Safe*', to show our commitment to the health of our guests and stakeholders, in compliance with the directives of the World Health Organization, SGS standards and local health guidelines.

SGS is the world's leading inspection, verification, testing and certification company. SGS is recognised as the global benchmark for quality and integrity, operating a network of over 2,600 offices and laboratories around the world.

As always, we will continue to collaborate with worldwide experts to achieve the highest standards. This includes HACCP standards for Food Safety Management System, LQA and LRA for Luxury standards and Green Globe for our sustainability practices. Our goal is to make our guests enjoy their experience with us in a secure environment and with peace of mind. Each of our brands will guarantee a memorable stay and adhere to health and safety standards.

At Constance Hotels & Resorts, we will continue to offer luxury experiences and warm services in authentic natural surroundings so that our guests can relish every moment. At C Resorts, we will continue to showcase the local life and energy while encouraging our guests to have active holidays in our beautiful, natural playground at C Mauritius.

The Constance Stay Safe protocol comes with a variety of initiatives across all our resorts in order to protect every guest and employee.

First of all, prior to returning to work, all employees must complete a specific Covid-19 training and the re-certification of all health and safety protocols so they can execute their role with confidence and deliver the highest degree of safety.

Second, each General Manager is rigorously monitoring this new protocol. From check-in to check-out, reinforced hygiene and sanitisation measures have been implemented with increased frequency in cleaning of all areas of our hotels.

In addition to these increased cleaning protocols, we have also developed tools to enhance our guests' experience without social contact - innovative new contactless and digital platforms to communicate with our guests, such as Guest Messaging Hubs, TV messages, Apps (including menus, resort compendium, menus, receipts, bookings facilities, among others).

In the following Constance Stay Safe presentation, you will find more information on our robust hygiene levels and safety standards. If you would like any further details, we would be happy to answer any specific question you may have.

Our commitment is to continue to safely deliver the experiences our guests love, customised as per their preferences, with genuine and authentic service, delivered with generosity coming from the heart.

PARTNERSHIP



SGS is the world's leading inspection, verification, testing and certification company. SGS is recognised as the global benchmark for quality and integrity. With more than 94,000 employees, SGS operates a network of over 2,600 offices and laboratories around the world.

SGS (Mauritius) Ltd services to the Hospitality Sector covers some 10,548 out of 12,799 Rooms in Mauritius. This implies that SGS work with 82.5% of rooms. With more than 20 years of experience in food safety audits in the hospitality sector locally and having programs driven by worldwide technical experts definitely gives SGS an edge on the local market. SGS (Mauritius) Ltd offers different certification management systems services in different sectors namely, Quality ISO 9001 / ISO 10002, Environment ISO 14001 / ISO 50001, Health and Safety ISO 45001, Food Safety ISO / FSSC 22000, Information security ISO 27001 / ISO 20000, Social compliance SA 8000 / ISO 26000 & Logistic ISO 28000. SGS also proceeds with certification of goods and services with schemes and system audits such as HACCP, BRC, IFS, GMP, Global Gap and Food labelling.

Throughout the years, SGS (Mauritius) Ltd has a proven track record of independence and impartiality. SGS is the first in class and largest provider of audits, certification and performance assessment services in the Indian Ocean Subregion.

SGS has the unique ability to turn client needs into comprehensive solutions and ensure consistent service delivery via a global network. In addition, SGS has strong project management at both the local and international level.

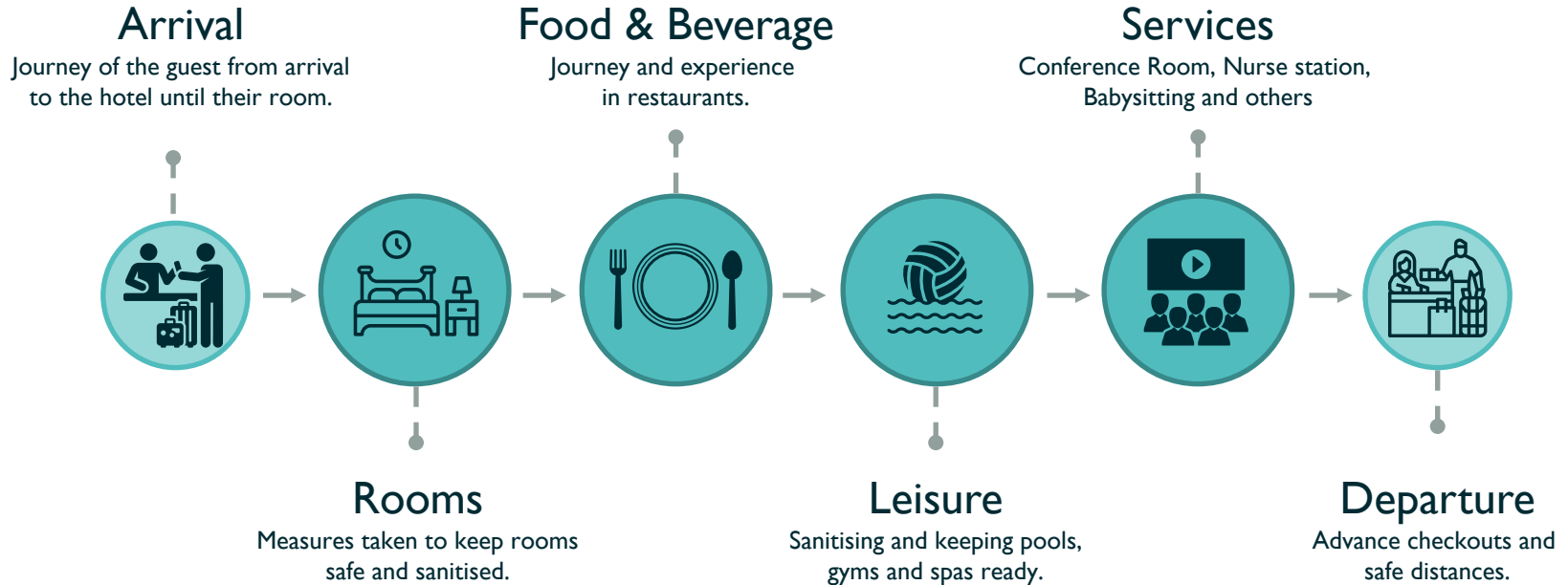
SGS has the ability to build large qualified teams for any project and has highly experienced auditors providing results-oriented audits. Through their various certification solutions (SGS is accredited in all management systems certification schemes), SGS enables its customers to demonstrate that products, processes, systems or services are compliant with national and international regulations and standards

SGS (Mauritius) Ltd training services complement SGS core testing and certification services. SGS services are underpinned by strong values: SGS drives passion, integrity, entrepreneurialism and innovative spirit through everything that SGS undertakes.



GUEST JOURNEY ROADMAP

6 Main Touchpoints



BASIC HYGIENE PROTOCOLS



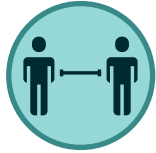
Symptoms may develop 2-14 days after exposure. Avoid grouping to reduce exposure



Avoid touching your eyes, nose and mouth



Our premises and hygiene protocols are regularly audited



Social distancing of at least 1 meter



Cover your cough or sneeze into your elbow or with a tissue



Our premises and equipment are regularly disinfected or sanitised



Monitor your temperature at any of our sanitisation desks at least once a day for early detection



Face masks are made available for your protection



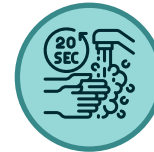
Team members are trained in hygiene protocol and wearing of PPE



Hand sanitisers and wet wipes are made available for high touch surfaces

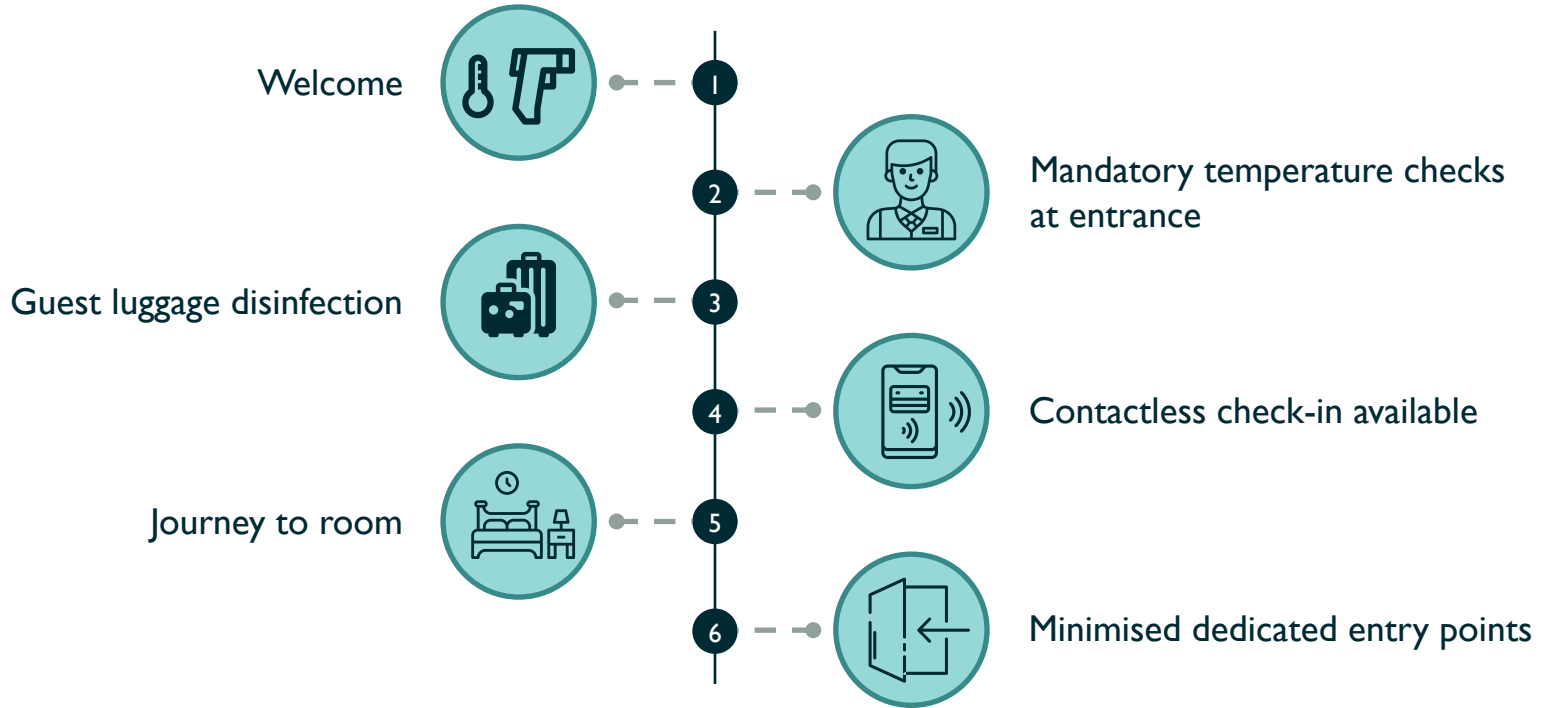


Enjoy our contactless options for your safety

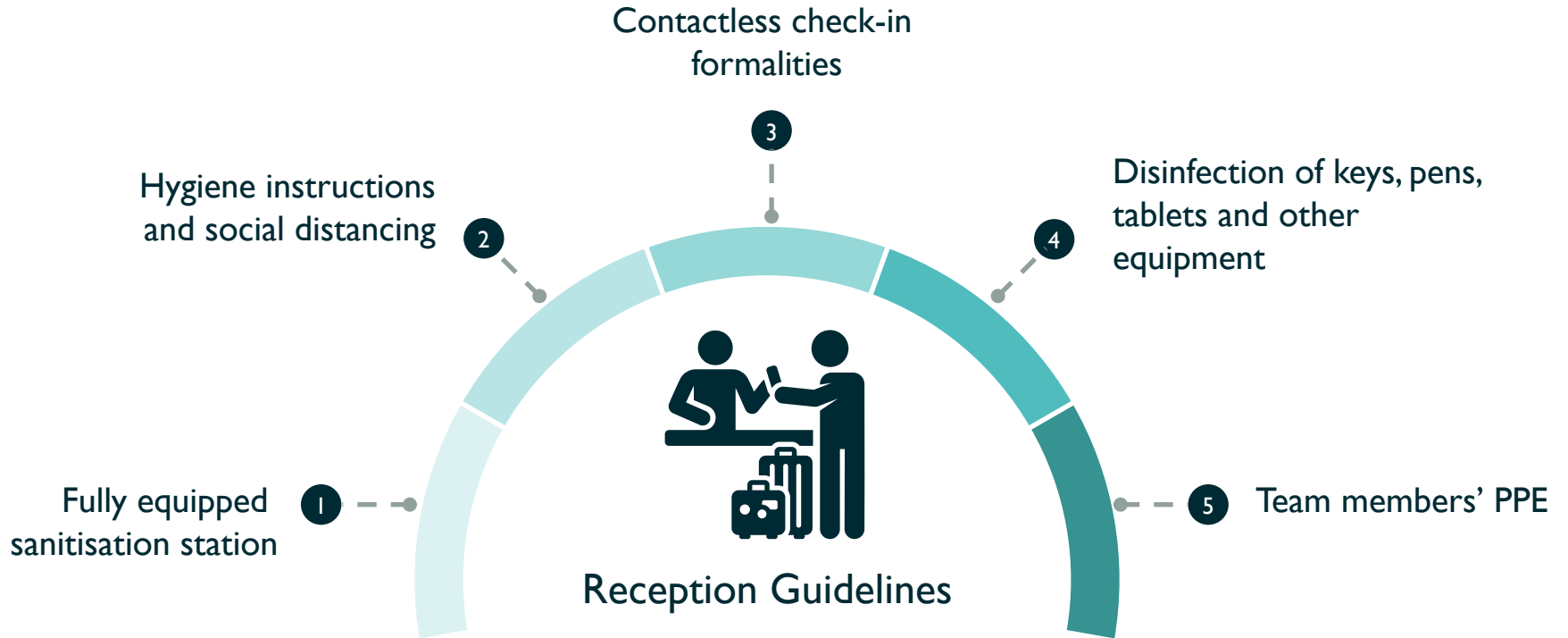


Team members' hygiene and grooming includes trimmed nails and regular washing of hands for at least 20sec

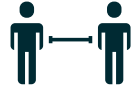
GUESTS ARRIVAL



GUESTS ARRIVAL



GUESTS ARRIVAL



Self Parking



Guests will be required to self park their cars to ensure contactless experience. A designated area will be provided to self parking guests.



Disinfection of Keys, Pens and more



Room keys are disinfected before being given to guests. Pens, tablets and all other equipment are disinfected before and after use.



Airport Transfer



Resort vehicle/boat is disinfected before and after transit. Our Welcome pack for guests include complimentary sanitisers and respiratory masks.



Driver's Hygiene



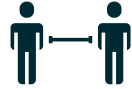
Our drivers/captains follow our strict grooming policy, including personal hygiene and etiquettes. They are also trained on the wearing of protective equipment and handwashing.

Driver's PPE



Gloves and masks are changed whenever required, and at least every 4 hours.

GUESTS ARRIVAL



Contactless Check-in Formalities



Temperature checks at the entrance are mandatory (laser thermometer). Guests with temperatures higher than 37.8° are taken directly to their room and attended by a doctor/nurse.



Sanitisation Station



Fully equipped sanitisation station available for guest usage. The station will have hand sanitisers, masks, gloves, wet wipes and disposal bin.



Guest Luggage Disinfection



Every guest luggage is disinfected before transferred to the rooms.



Dedicated Entry Points



The entry points are securely monitored to have more control over the microscopic hazard entry to the premise.

GUESTS ROOMS



GUESTS ROOMS

Guest Room Deep Cleaning



After checkout, deep cleaning of the room and frequently touched areas – telephone, remote control, chair and chair handles, table, toilet door handle, toilet seat, hand wash taps, shower taps, iron machine and electrical switches.

Water Testing and A/C Cleaning and Disinfection



Water testing is performed in rooms to maintain quality and avoid bacteria development. A/C ducts, filters and grills are cleaned and disinfected on a regular basis.

'Sanitised for You' Sign & Door Handles



'Sanitised for You' signs are placed once rooms sanitisation is done and door handles disinfected.

GUESTS ROOMS

Room Service Delivery Protocol



Room Service protocols follow strict HACCP standards. All items are sanitised before service.

Electronic Features via Room iPads/TVs



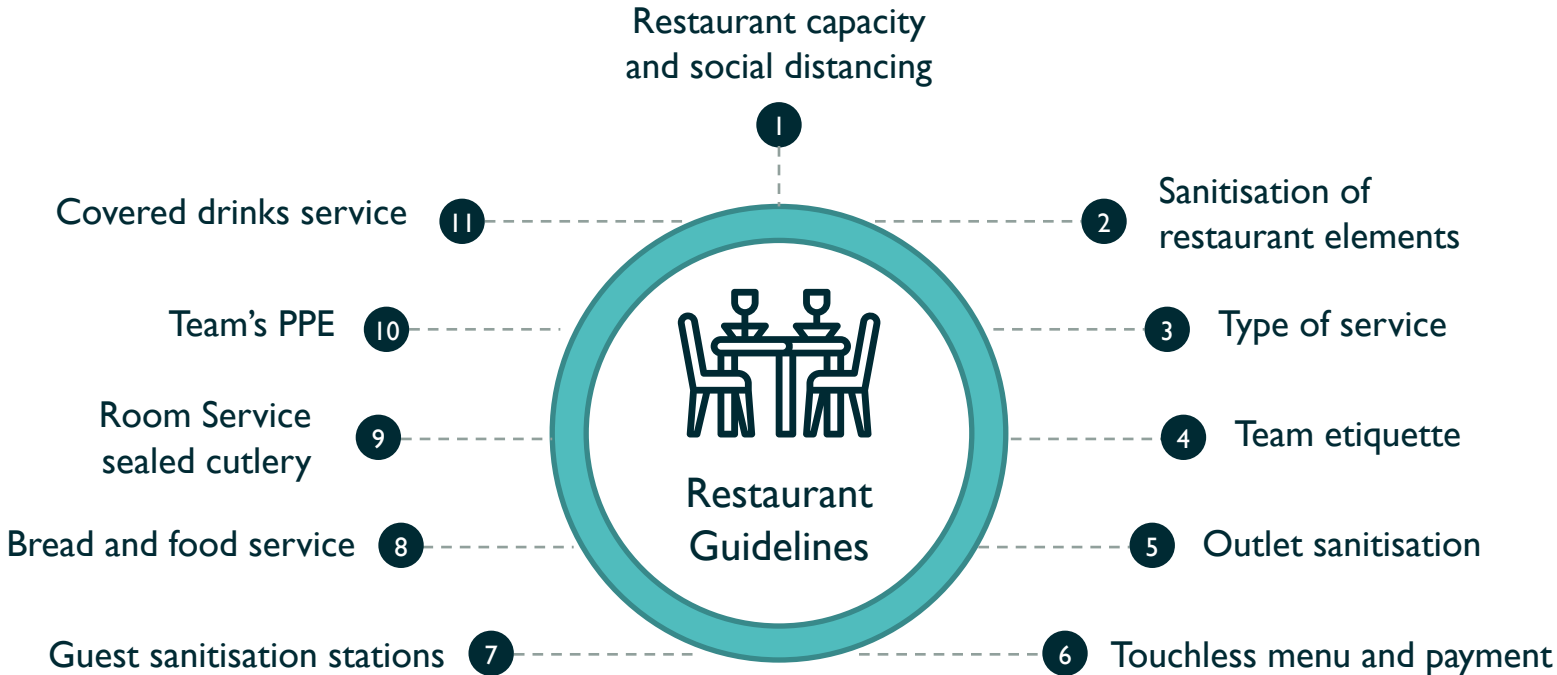
E-newspapers, Laundry, Room Service instructions and In-Room Dining are made available via iPads/TVs.

Turndown services

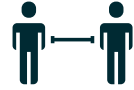


Turndown service is available upon request to ensure minimal contact..

FOOD & BEVERAGE



FOOD & BEVERAGE

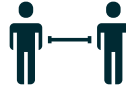


Capacity



Reduction of the number of seats to maintain social distancing.

Distance



Social distancing of 2 metres between tables to provide safe distance during service.

Cleaning



All high-touch surfaces such as tables, chairs, condiments, door handles, etc. are frequently disinfected.

PPE



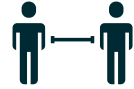
Team Members wear masks at all times. The team is well trained on their use and maintenance.

Cashier



POS and PDQ machines are sanitised before and after usage.

FOOD & BEVERAGE



Arrival



Reservations for tables will be required in order to avoid crowding.

Family



Tables will be set per family.

Covered Drinks



All open glassware is covered. Service is performed in protected containers.

Covered Items



Cutlery are sanitised and covered for service.

Menu



E-menu and ordering is available via the Constance app.

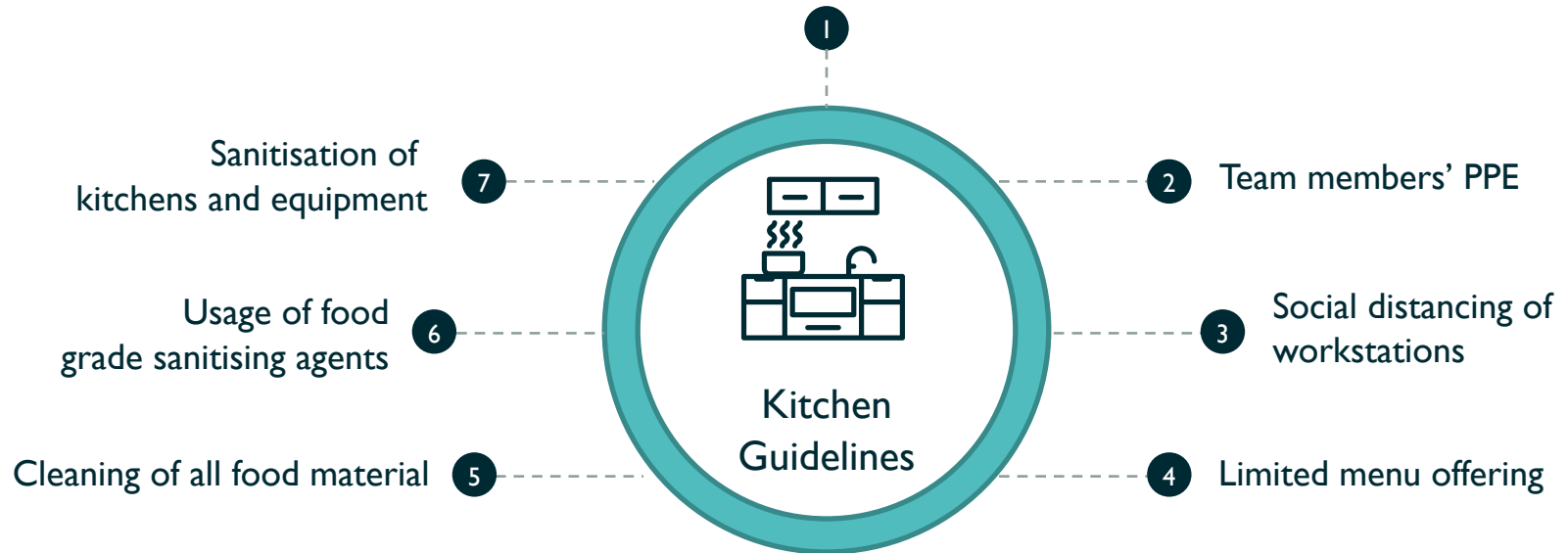
Buffet



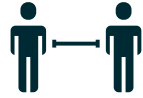
When applicable, service at Buffet will be ensured by a dedicated person by maintaining social distancing.

KITCHEN

Minimum number of team members



KITCHEN



Minimal Contact

Disposable

Products

Kitchen Tools

Sanitising Agents



Workstations are placed in a way that staff are not facing each other and can maintain appropriate social distancing.

All staff wear disposable masks, hair nets and other safety gears as required.

Proper sanitisation of vegetables, meats and materials required in the kitchen.

Clean-as-you-go practices. All tools get sanitised after each use.

Kitchens use food-grade sanitising agents.

KITCHEN

Menu



Review menus and ramp-up in a phased manner.

Cooked Food



Menus tweaked to include more options of cooked food rather than raw food.

Food Service

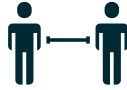


Food Service follow strict HACCP standards. All items are sanitised before service.

LEISURE



LEISURE – GOLF



1. Arrival at Clubhouse

Golf reservation is required before access to premises.
Players arrival only 30mins before tee-time.
No cash transactions allowed.

2. Access to facilities

Access to toilets will be allowed in a controlled manner.
No access to lockers.
No storage of golf bags.
Compressed air shoe cleaning deactivated.
No exchange of equipment.

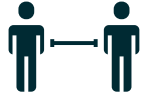
3. Activities

Access to driving range and putting green upon reservation only.
Group lessons up to 8 players.
Only 20 warm-up balls per player.

4. The Golf Course

Tee-off time gap of at least 10 mins.
No exchange of scorecards.
Rakes, ball washers, benches and flag handling is prohibited.

LEISURE – SPA



Spa Treatments

Menu

Locker Room

Wet Area

'Sanitised for You'
sign



Reservations
will be required
in order to
avoid crowding.

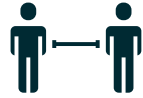
E-menu and
ordering is
available via the
Constance app

All lockers are
disinfected after use
and pre-locked.
Our gowns are thermally
sanitised for guests'
comfort

High temperatures are
known to kill germs and
our temperatures are
set accordingly

'Sanitised for You'
signs are placed
on treatment
rooms once
completed

LEISURE – GYM & SPORTS



Reservation

Gym

Outdoor Workout

Yoga

Sports



Reservations will be required in order to avoid crowding.

Free weights and machines are disinfected several times a day.

Alternate options of workout or outdoor workouts are favoured.

Number of persons are restricted to allow social distancing of 2 metres between mats.

All equipment used are disinfected after each use.

LEISURE – POOL & BEACH



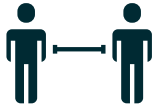
Distance

Cleaning

'Sanitised for You'

Menu

Food Service
Delivery Protocol



Maintaining a distance of 2 metres between sunbeds to provide safe distance between guests.

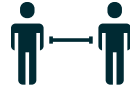
All high-touch surfaces such as handles, sunbeds, flag service etc. are regularly disinfected.

'Sanitised for You' flags are placed near sunbeds when done.

E-menu and ordering is available via the Constance app

Food Service protocols follow strict HACCP standards. All items are sanitised before service

LEISURE – NAUTICAL ACTIVITIES



Reservation



Reservations will be required in order to avoid crowding.

Boathouse



We maintain our equipment and crafts clean and sanitised before and after use.

Diving Centre



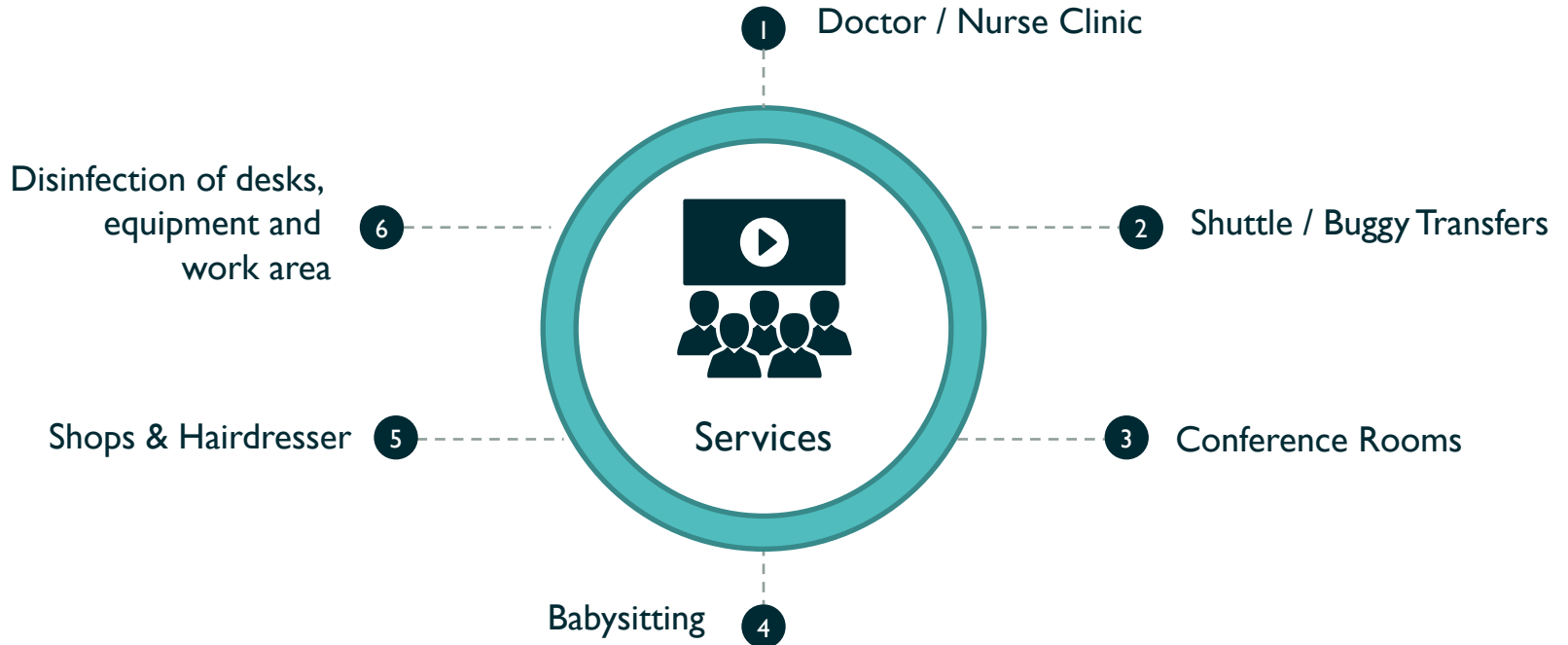
Our diving centres are PADI certified and ensure the maximum hygiene protection for each use.

Cleaning

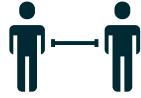


All high-touch surfaces such as handles, life jackets, paddles, etc. are regularly disinfected.

SERVICES



DOCTOR / NURSE CLINIC



Arrival



Reservations will be required in order to avoid crowding.



Cleaning



All high-touch surfaces such as handles, seats, armrests, etc. are regularly disinfected.

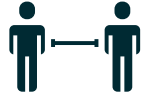


Disposable



Disposable aids are used. Other equipment are sterilised before and after use.

SHUTTLE / BUGGY SERVICE



Vehicles & Buggies



All vehicles and buggies are regularly disinfected throughout the day



Driver's Hygiene



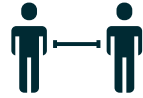
Our drivers follow our strict grooming policy, including personal hygiene and etiquettes. They are also trained on the wearing of personal protective equipment and handwashing.

Driver's PPE



Gloves should be changed when contaminated or at least every 4 hours.

CONFERENCING



Capacity



Reduction in original capacity per venue to ensuring social distancing.



Sanitisation



Hand sanitiser unit with gloves & masks is made available



Technology



New technology to be made available in events using video conferencing,



Disposable



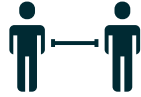
Disposable paper napkins are used instead of linen.

Food Service Protocol



Food Service protocols follow strict HACCP standards. All items are sanitised before service.

BABYSITTING



Kids Club

Reservation

Screening

Outdoor Spaces

Sanitisation of Cribs,
Toys and more



Kids Club will remain closed until further notice.

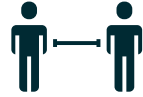
Reservations for babysitting services will be required.

Temperature checked for below 37.8° for both parties at start of service.

Babysitting in open areas will be favoured.

Cribs, toys and all other equipment are sanitised before and after use.

CONFERRNCING



Healthy Food

Canapés

Coffee

Marketing

Livestream



Healthy and immunity boosting food options are proposed for coffee breaks. Bento box lunches are made available.

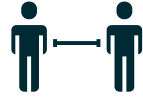
Pass around canapés have skewers or small holders to place food in order to avoid direct contact with food.

Coffee machines are manned by our team members.

Marketing collaterals are designed to highlight our protocols. Collateral to include videos.

Livestream options are made available for events to different locations and countries with highspeed broadband.

SHOPS & BEAUTY CARE



Shops

Beauty Care

Cleaning

Disposable



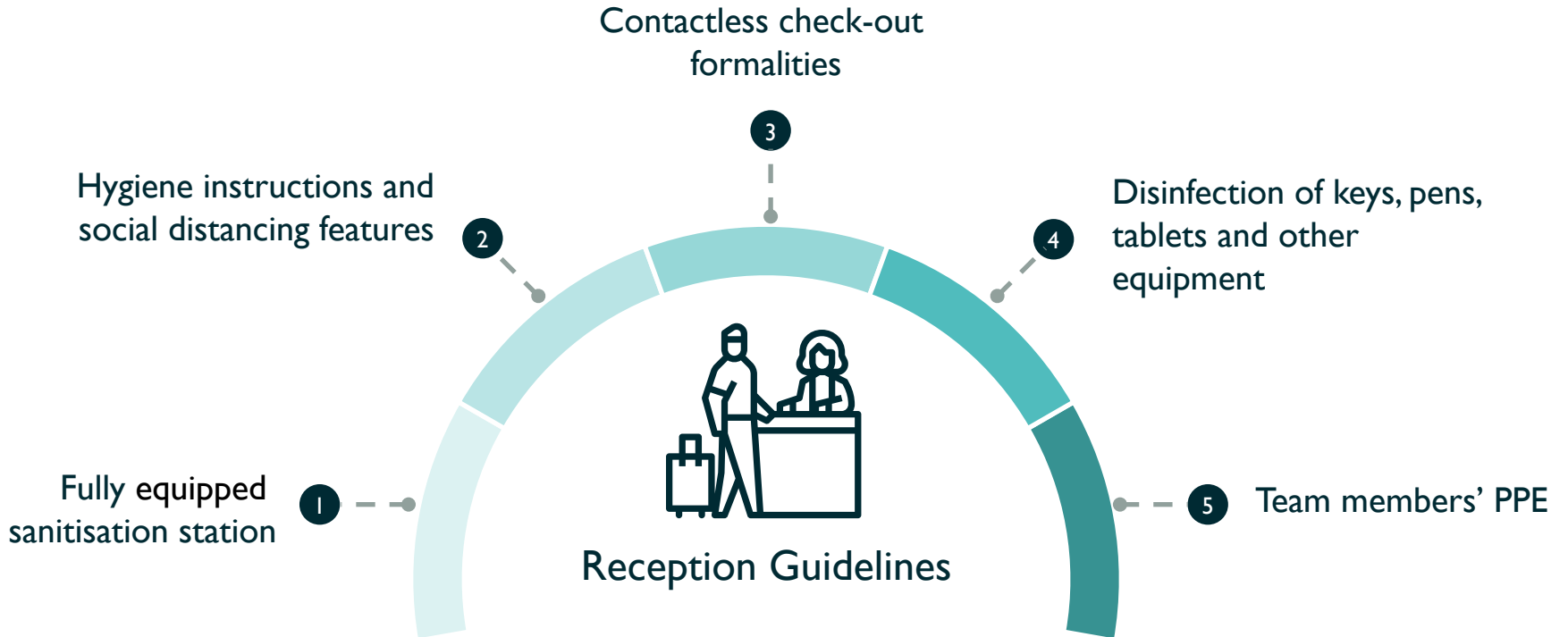
Shops remain open as per social distancing protocols and capacity

Reservations will be required in order to avoid crowding at hairdresser, manicure, pedicure, etc.

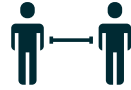
All high-touch surfaces such as handles, seats, armrests, etc. are frequently disinfected.

Disposable aids are used. Other equipment are sterilised before and after use.

GUESTS DEPARTURE



GUESTS DEPARTURE



Reception



Separate checkout area in case reception is overcrowded.

E-Checkout



E-Checkout encouraged where possible by emailing the bill and accepting online payments.

Advance Checkout



Guests are advised to inform the team about checkout options in advance so that bills can be ready.

Social Distancing



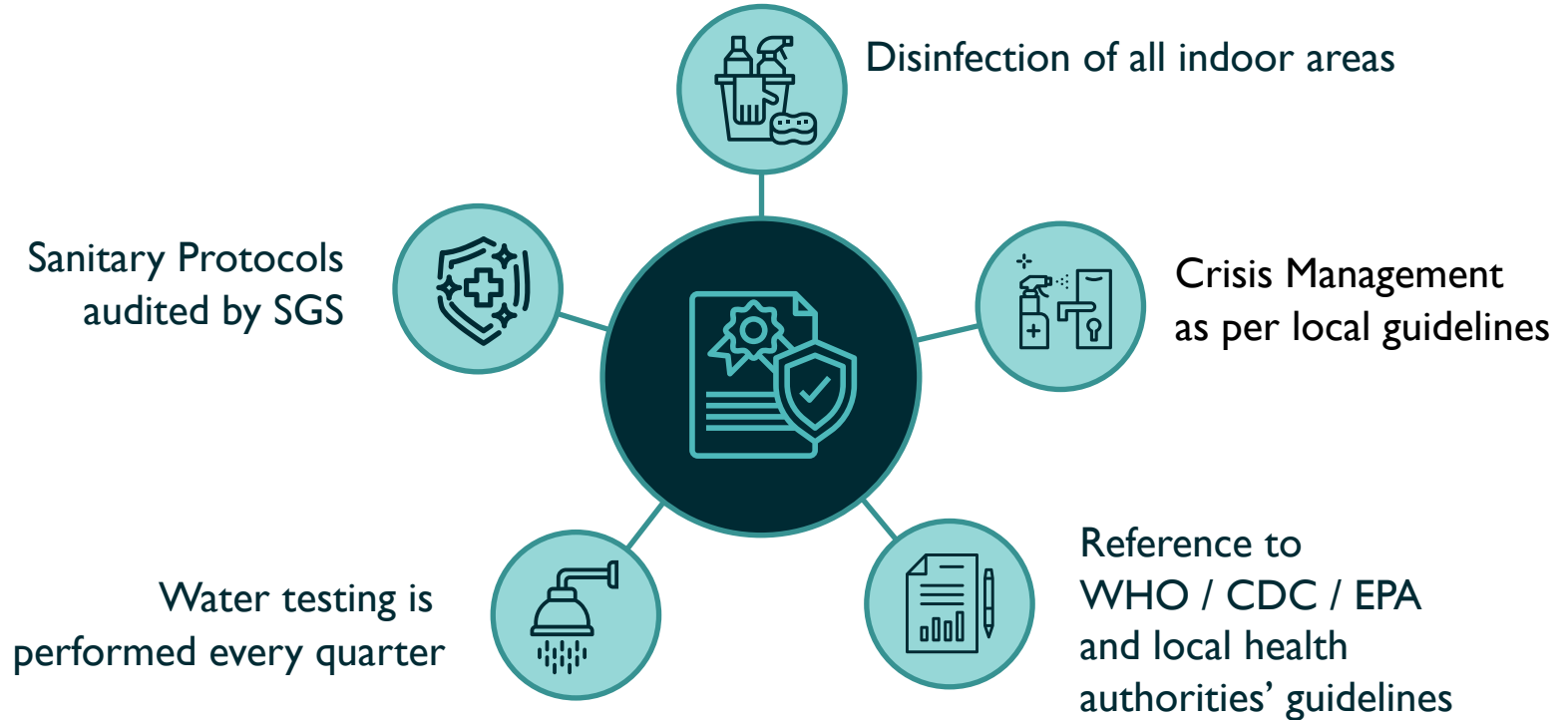
Social distancing reminders are placed at the reception.

Sanitisation Station



Fully equipped sanitisation station available for guest usage. The station will have hand sanitisers, masks, gloves, wet wipes and disposal bin.

OTHER GUIDELINES





THANK YOU

JUNE 2020