

ACTION PLAN – COVID-19 PANDEMIC

Dear guests and travel partners,

We hope you and your family are safe and in good health.

The world is going through a crisis, the gravest in the history of our times. Like in most parts of the world, the Covid-19 pandemic has affected our country too. The Governments of Kerala and Tamil Nadu have initiated strong steps to arrest and contain the contagion. As you will agree, the priority is to protect the lives and health of our citizens, while at the same time minimising the difficulties caused to the traveller. Our actions, in Kerala and Tamil Nadu are in accordance with the concrete and early actions initiated by the State Governments to tackle the virus.

This communique is to share with you the context and reasons for the extraordinary steps we have been taking since March 13th 2020, which are stopping foreign guest bookings and advising foreign guests to cut short their stay and return home. This is pursuant to the Government of Kerala's direction to halt all travel itineraries for foreign tourists within Kerala, and that all foreign tourists (including tourists of Indian origin holding foreign passports) have to undergo 14 or 28 days quarantine wherever they may be or leave if their conditions are asymptomatic. A directive was received from the Health Department of Tamil Nadu to stop taking bookings of foreign guests. We have also got directives from the local Health Departments in Kerala to temporarily close all Ayurveda & Naturopathy wellness clinics till the end of March as a precautionary measure. CGH Earth is not only bound by law to implement these strong measures initiated by the Governments, but also fully agree and support these actions.

During the course of implementation of stopping admittance of guests in CGH Earth's Kerala resorts since March 13th 2020, we have received Government of Tamil Nadu's order on March 16th 2020 to close all tourist resorts, which presumably includes hotels catering to tourists. The resorts had the local Panchayat and the Health Department officials visit for a check and directed us to not take any guests till the end of March 2020.

The Government of Puducherry has released an order as on March 17th 2020 for the closure of several establishments including malls, swimming pools, gyms, spas and others. Though resorts and hotels are not mentioned in this circular, CGH Earth has taken a decision to close its hotels in Pondicherry in keeping with the requirement of the times and pursuant to our participation in the 'Break The Chain' Campaign, as a measure of abundant precaution.

At our wellness resort in Gokarna, Karnataka, the local officials have asked us to stop taking bookings till end of March 2020. For those who are already at the resort, we are permitting them to continue to stay till the date of their check-out, subject to the airport and airline functioning. Since they are undergoing wellness programmes, they are closely monitored every day by our resident doctors. Once the last guest checks out, we go into complete sanitisation as a precaution.

We are closely monitoring the situation and are guided by the Ministry of Health and domain experts in fulfilling this task. All along, as this outbreak turned epidemic and then a pandemic, CGH Earth has been following safety measures as dictated by the Government and WHO. We will continue to do what is best for the long-term interests of our stakeholders, which is you – our team, community, guests and travel partners, who are the very foundation of the experiences we promise to provide.

In keeping with this commitment, this is the action plan we have executed across all our hotels, resorts and wellness clinics in Kerala, Tamil Nadu, Pondicherry and Karnataka

For Guests -

- Thermal scanners at Front Desk to monitor the temperature of all guests.
- Self-declaration forms that record the travel details of all guests when they check in.
- Increased cleaning, disinfecting and sanitising of all touchpoints as per WHO guidelines.
- Increased availability of hand sanitisers at all public locations and facility entry points.
- Posters to remind our guests to wash their hands frequently with soap and use the hand sanitiser.

For Staff -

- Instructions to staff to meticulously observe social distancing.
- Regular monitoring to ensure hands are washed and sanitised frequently.
- Guidance classes on the proper usage of gloves, masks, and sanitisation rubs.
- Mandatory screening and documentation of the temperature of all staff, twice a day.
- Mandatory reporting by the staff of any illness and symptoms (cold, cough, fever, difficulty breathing).
- Mandatory self-isolation at home/quarters of any staff if unwell and permission to re-join only after medical approval.
- Cancellation of all official staff travel and monitoring of personal travel plans, both on duty and off duty, by the HODs.
- Daily review meetings to assess the situation with regular updates to staff on appropriate measures taken.



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