

11<sup>th</sup> March 2020

To: Valuable guests of Comsaed River Kwai Resort

Subject: Preventive Measure of Covid-19

File attached:

1. Preventive Measure of Covid- 19 for staff members.
2. Preventive Measure of Cleaning the area and equipment for customer service.
3. Preventive Measure of customer.

Due to the current outbreak of Virus Covid-19 and it is effected to the entire World. The Ministry of Public Health states that the infected by respiratory system and contact.

Comsaed River Kwai Resort does not ignore, on the other hand to establish clear, concise prevention and prevention measures for both the internal and external infections as the following details:

1. Internal Protection Measure

- 1.1. Provide protection for the employee (see attached file #1).
- 1.2. Arrange cleaning system for service areas and accommodations for all customers accordance with the standards of the Ministry of Public Health (see attached file #2).

2. Measure to control external infection (see attached file #3).

- 2.1. Add background checks and inquire about customer travel information before staying.
- 2.2. Separate check in area in order to temperature of customers before staying.
- 2.3. To be ready and have system to handle in case of detecting customers with high body temperatures according to the standard of The Ministry of Public Health.

Control measures, the hotel pays attention to every step of the details. By focusing on the excellent service and the utmost safety of customers in order to be confident in using the service with us as detailed in the attachment files.

Should you need any further information, please do not hesitate to contact us any time.

Sincerely yours

(Nithiphat Tuensuriya)

General Manager

Comsaed River Kwai Resort

## Preventive Measure of Covid- 19 for staff members.

1. Require employees to wear a clean mask while on duty at all times. Schedule to change a clean mask in order to be clean every half day by the hotel according to the high standard of cleanliness.
2. Staff members have their own bottle to sip ....drink all the time, all day long because drinking water will clean up Virus Clearing the virus that goes into our mouths Through the esophagus Into the stomach ... Gastric acid will kill all viruses.
3. Arrange for the service to wear gloves while performing various duties such as :-
  - While preparing and cooking.
  - While clearing dirty stuff on the table.
  - While staff members are cleaning
4. Wearing gloves while receiving / returning money from customers and using holder to receive money
5. Check body temperature before performing various duties. In case to find high temperature from normal will separate that staff member from others and take antipyretics to primary prevent and stop duty.
6. Schedule to clean hands and use alcohol every 2-3 hours during on duty.
7. Provide food hygiene to staff members, warm food, food tray is clean and sterilize by heat.

## Preventive Measure of Cleaning the area and equipment for customer service

1. Increase the frequency of cleaning the floor of the main path in-out and toilet.
2. Clean the railing, touch point, door handles with alcohol or antiseptic every 2 hours.
3. Provide hand-washing gel at various points:
  - Information counter
  - Counter services i.e. Coffee Arch, Minimall, Bar Garden, Pinpaka Food Arch, Spa, Praeusa Garden, entrance of River Wing, etc.
  - In front of Meeting Room
  - In front of Restaurant
  - Check in point
4. Increase the frequency of air conditioning system specially and spray for antiseptic every machines in the room and meeting room upon departure of customers.
5. Increase cleanliness, accommodation and meeting room by spraying antiseptic and close the room to ozone after customers check out or finish it.
6. Increase step of cleaning the equipment, instruments for customers by taking to sterilizing room with UV light for hygiene.
7. Added washing procedures for customer service with antiseptics, wash with hot water and ozone it.

## Preventive Measure of customer

1. New customers will be checked for body temperature at check point – Praeuksa Garden with the accurate mercury thermometer.

\*\*In case we found anyone got high temperature more than 37.5-degree Celsius  
Primary, we will separate zone of customers from others  
and inform local hospital in order to filter by steps according to the standard\*\*

2. Add more questions in the registration form of travel information before check in at Comsaed River Kwai Resort.
3. Ask cooperation to wear mask in the meeting room.
4. Provide wash gel at various service points.

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