



HEALTH AND SAFETY HANDBOOK 2020 - 2021



A MESSAGE FROM THE ESTATE

The health crisis we are facing is unprecedented in our lifetime. Our connectivity, coupled with traditional and social media, has optimized the awareness of the Covid-19 epidemic in every corner of our planet.

On Bintan Island, right next to Singapore, we have been spared with only a handful of cases, and none within the delimited 1,800 Ha Bintan Resorts area where the estate is located.

Preparing for a much awaited reopening, we have analyzed an enormous amount of facts and information, then done our utmost to extract the best practices most appropriate for The Sanchaya.

Our aim is to consistently be above “minimum standard” and, of course, to take advantage of our vast spaces, both in- and outdoors, providing a private and safe setting for families. New health and safety protocols are implemented from the instant you step off the ferry in Bintan until the moment you step back onto it (and the ferry company BRF has itself a strict protocol).

You will find below the framework for these best practices and clear examples of how we protect ourselves and our Guests. These protocols are being formatted in detail into bilingual training manuals for our teams and updated as necessary.

The senior management and I remain at your unrestricted disposal for any additional information, and we very much look forward to welcoming you – or welcoming you back – to the estate very soon.

Yours truly and safely,

Magnus Olovson
Estate Manager

THE ESTATE IDENTITY

The Sanchaya delivers the best of South-East Asia in one beautiful collection, continuously establishing new trends to remain a reference in contemporary hospitality.

By creating simple and extraordinary Guest experiences, The Sanchaya offers something truly exceptional, with a personal touch and a respectful, unobtrusive, attitude.

The warm atmosphere and the stunning scenic beauty make the estate a very special place to be. Just be.

Our Concept

Authentic and spacious
Elegant intimate luxury
Family attentive
Timeless

Our Values

Authenticity
Genuine sense of hospitality
Passion in deliverance
Community engagement

Our Method

Sustainable platforms
Simplified systems
Adaptable globally
Intuitive and sensitive

Our Service

Anticipate need
Detail oriented
Going the extra miles
We deliver a promise

Our Management

Visible, shares, leads by example
Extremely Guest oriented
Proactive participation
Develops all of our people
Result oriented

Our People

Gracious
Detailed
Passionate and diligent
Creative and inspiring
Caring and genuine





HYGIENE

- We meet and greet with a simplified "Selamat Datang" conveying acknowledgement and respect
- Proper and frequent hand washing is vital and easy
- Streamlined services focus on delivering a comfortable stay with a personalized approach and, whenever possible, use digital technology or old-fashioned black boards, whatever works
- Masks are mandatory for all, in all public areas and vehicles
- Individual envelopes are handed to restaurant and bar Guests to keep their mask in
- New housekeeping protocols are more detailed and stricter
- Hand sanitizer is available everywhere
- Cleaning is maximized in all public areas
- We have appointed a Mr. AC (Anti-Covid) to ensure all new protocols are being met with consistency



HEALTH

- Ongoing contact with local clinics and hospitals with procedures in place to address any suspected or confirmed case of sickness, among Guests or Employees
- All Guests are asked to fill in a health form detailing current status and recent whereabouts
- Besides the authorities' health screening upon arrival to Bintan, The Sanchaya will temperature screen all Guests prior to check in and subsequently before entering the restaurants, the bar or the spa
- Any Guest with a body temperature of 37,3°C or above will be advised to seek medical care, and immediately assisted by the General Manager or senior management
- The estate provides comfortable isolation rooms, alternatively the Guest(s) will be isolated in their suite or villa
- Continuous training for Employees with clear and visual educational posters highlighting health and safety priorities
- All Employees are temperature screened before boarding our busses and then screened again upon arrival to, and departure from the estate





SUSTAINABILITY

- We provide a safe environment for Employees and Guests using appropriate sustainable products. The ongoing programs include:
 - Zero plastic straws - only paper straws
 - Exclusive use of glass bottles, saving over 100,000 plastic bottles per year
 - We use LED lights only
 - Our own water purification system for both still and sparkling water
 - The vast majority of our foods are produced and sourced locally, and we make our own infused spirits
 - We produce herbs, spices and vegetables in our garden
- We compost all our wet kitchen waste, landscaping refuse and beach algae, eliminating the need for chemical fertilizers
- We have reduced our menus to prevent wastage
- We finance a local reef mapping and preservation effort
- We discourage from motorized watersports by providing free paddle boards, blokarts, pétanque and croquet courts and more



MR. MORRIS FOUNDATION

- Mr. Morris offers scholarships to a number of adolescents on Bintan, in our remote Riau Islands province. After graduation, students are offered employment at The Sanchaya
- Mr. Morris financially supports a local orphanage and the “Anugerah” social foundation in Bintan, a unique initiative housing and caring for both vulnerable elderly and abandoned children under one roof. Children and seniors live together, interacting and helping each other on a daily basis
- Mr. Morris is developing a program to help clean up the beaches of Bintan and is developing a micro-factory that will help recycle plastic on the island
- Mr. Morris works with Smile Train to provide free corrective surgery for our province’s children born with cleft lip and palate
- During the Covid crisis Mr. Morris is distributing substantial food packages to over a hundred families associated to the estate who can no longer benefit from a salary due to the forced resort closure since March 31, 2020



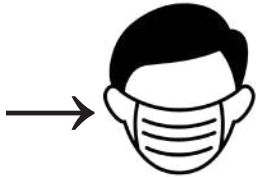


YOUR JOURNEY

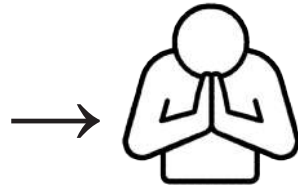
ARRIVAL



Upon reservation confirmation, you provide your passport, credit card and other details via a pre-filled form



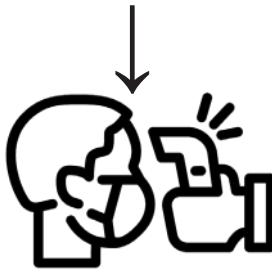
Please wear a face mask on the ferry and when disembarking



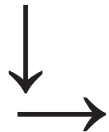
You are greeted and escorted by a Sanchaya representative upon disembarking



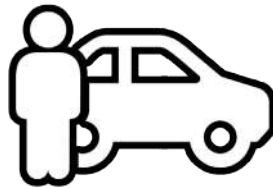
Refreshments are offered while we handle your express clearance and baggage, which is sanitized while your temperature and health details are collected



Your temperature is checked again prior to entering The Sanchaya's private lounge



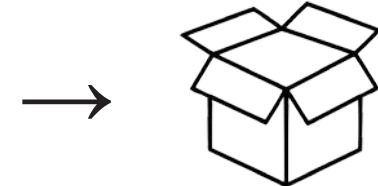
Our sanitized private chauffeured car takes you to the estate in 12 minutes; front passenger seat is kept vacant, drivers wear face mask and gloves



DEPARTURE



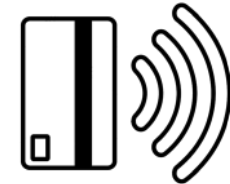
All billing is emailed to you the evening prior to check out



Room keys are returned to a drop box upon check out



Wait for the ferry in our private lounge with refreshments and express departure clearance



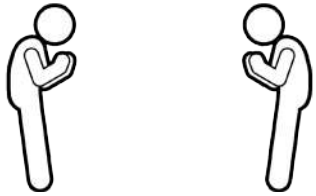
Contactless payment, touch-and-pay credit card machines are sanitized after each use





YOUR JOURNEY

AT THE ESTATE



Upon arrival at the estate, you are greeted by the Estate Manager and your Welcome Team



Brief estate orientation from the central Anteroom



Your welcome drinks are served privately



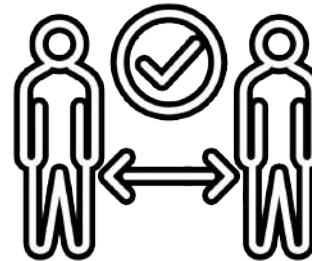
Sanitized keys are handed to you on a disinfected tray



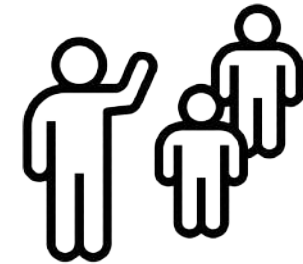
Frequently touched points are sanitized and disinfected after each use: for example pens, hard surfaces like table tops and door handles, credit card machines, etc.



Hand sanitizer dispensers are easily accessible in all public areas and in your villa / suite



Physical distancing of min. 1,5m (5 ft) is required at all estate facilities (bars and restaurants) as well as in public areas, while 3m (10 ft) separate pool and beach loungers



You are escorted to the entrance of your suite or villa, with an indoor orientation optional





VILLAS & SUITES

- You are asked whether you desire housekeeping to service / turndown your villa / suite
- All cleaning services in your villa / suite are conducted by one housekeeping employee only, who will use hospital grade detergents
- To ensure that nobody has been inside after cleaning, the door handle is sealed
- We make use of disposal paper covers to seal electronic devices after being sanitized
- Amenities and linen are delivered in sealed containers
- Minibar items are individually wiped the morning of your arrival
- All housekeeping employees will use Personal Protective Equipment including mandatory mask and surgical gloves at all times
- We apply an overall disinfectant spray at the end of the daily cleaning



WELLBEING & ACTIVITIES

- All Spa bookings, yoga classes, Gym sessions and excursions require a pre booking to allow time for area and equipment disinfection in between Guests
- Each activity follows a specific protocol and whenever possible you must respect the 1,5 m (5 ft) distance and wear your mask
- Please arrive 10 minutes prior to scheduled start for temperature check and essential preparation
- All frequently touched surfaces and equipments are cleaned and disinfected after each usage in between Guests
- Antibacterial wipes and hand sanitizer are provided in all areas





COCKTAILS, DINING & GET TOGETHERS

Our generous indoor and outdoor spaces provide Guests and Families with a both private and safe dining experience

- Guests are temperature screened prior to entering the restaurants or the bar
- We facilitate in-room service options for breakfast at no additional cost
- We do not have any buffets, everything is à la carte
- All food is made fresh on order, with just as fresh new safety rules in the kitchens
- The minimum distance between two tables is 2 meters (6,6 ft)
- To complement the dining area we make use of our salons The Library and The Decanter
- All chinaware, glassware and cutlery is sanitized obeying strict and specially designed procedures
- We make use of black boards for all menus, and all menus are digitalized and accessible via a QR code
- Our menus are extra focused on local produce, especially for seafood and vegetables
- Our chic Bar expands to additional in- and outdoor areas
- We keep extra masks available, just in case you forgot yours
- Wipes and sanitizer are available in all areas
- We naturally encourage enjoying the outside seated areas for drinks and meals
- All service employees wear mask and clean white cotton gloves

- Creative reconfiguration of all meeting room set-ups
- Coffee breaks and business lunches to take place in assigned outdoor spaces of the meeting room and/or restaurants

