

**NSURE**<sup>®</sup>  
Private Limited

# PREVENTION & COMPLIANCE

RESORTS, CITY HOTELS, GUEST HOUSES,  
TOURIST VESSELS

# THE HOSPITALITY INDUSTRY IS CHANGED FOREVER

Now is the time to validate your property model as a safe and secure destination; adjust the operating concept to build a long-term safety culture.

New diverse measures to protect the staff and guests extend right from the first point of contact at the airport, through all the areas in the resort, to the airport farewell at departure.

Government guidelines on operating safely are constantly revised: a whole repertoire of policies, procedures and plans need to be drafted and submitted to them prior to re-opening.

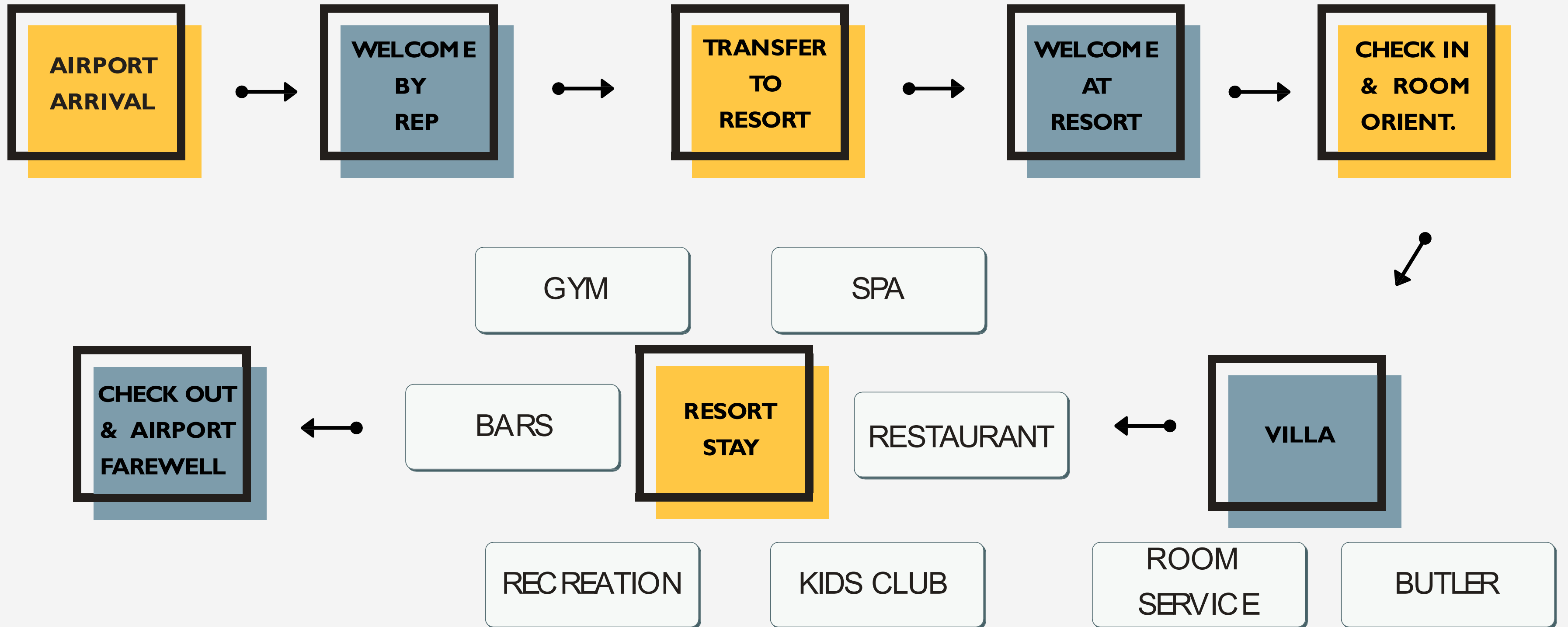
Our team of experienced consultants are on standby to assist you into this transition through series of audits, trainings, risk assessments, reports and policies writing.

## The Road to Recovery



HOW WELL PREPARED IS YOUR  
PROPERTY FOR A RESTART IN THE  
POST COVID- 19 ERA?

# IT STARTS WITH A FLOW DIAGRAM, WHICH IS UNIQUE TO EACH AND EVERY HOTEL



# INDIVIDUAL MEETINGS WITH EVERY DEPARTMENT HEAD

Understanding your current processes and procedures  
Usually undertaken through zoom



# HEALTH & SAFETY (COVID) PLAN AND CORRESPONDING SOPs

**HEALTH &  
SAFETY PLAN**

## **COVID 19 ACTION PLAN**

STANDARD OPERATING  
PROCEDURES  
& RISK ASSESSMENTS.

**NSURE**<sup>®</sup>  
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*2020  
COVID SAFE MANUAL  
version 1*



**Wash**  
your hands well  
and often to avoid  
contamination



**Cover**  
your mouth and nose  
with a tissue or sleeve  
when coughing or  
sneezing and discard  
used tissue



**Avoid**  
touching eyes, nose,  
or mouth with  
unwashed hands



**Clean**  
and disinfect  
frequently  
touched objects  
and surfaces

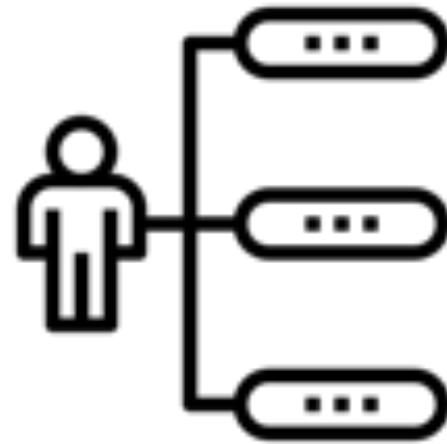


**Stop**  
shaking hands  
or hugging when  
saying hello or  
greeting other  
people



**Distance**  
yourself at least  
2 metres (6 feet) away  
from other people,  
especially those who  
might be unwell

# COVID 19 PREVENTION AND CONTROLS AT EVERY STAGE



**SOP'S AND P&P'S  
CUSTOMIZED TO YOUR  
UNIQUE PROPERTY**

- Clinic and Medicals
- Receiving Processes
- Housekeeping controls
- Stewarding and Kitchen Hygiene
- Cleaning and Disinfection
  - Waste Management
- Reservation Processes
- Preventive Maintenance
- Active Managerial control
- Training and Competence
- Staff Hygiene & Screening
  - Structure and Layout
- Internal Audits and Quality Assurance
  - Response Team
  - Isolation Units

# GUIDELINES FOR EVERY DEPARTMENT



Housekeeping



Front Office



Kitchens



F&B



Human Resources



Airport Crew



Recreation



Spa



Kids Club



Back of House

# COVID 19 RESPONSE TEAM



**Formation**

**Minuted**

**Gaps**

**Deadlines**

**Commitment**

**Follow Ups**

**Non-  
conformances**

**Closure of non-  
conformances**

**Assigning  
Responsibilities**

**Verification**



# TRAININGS



UNDERSTANDING THE  
VIRUS



EMERGENCY PROCEDURES



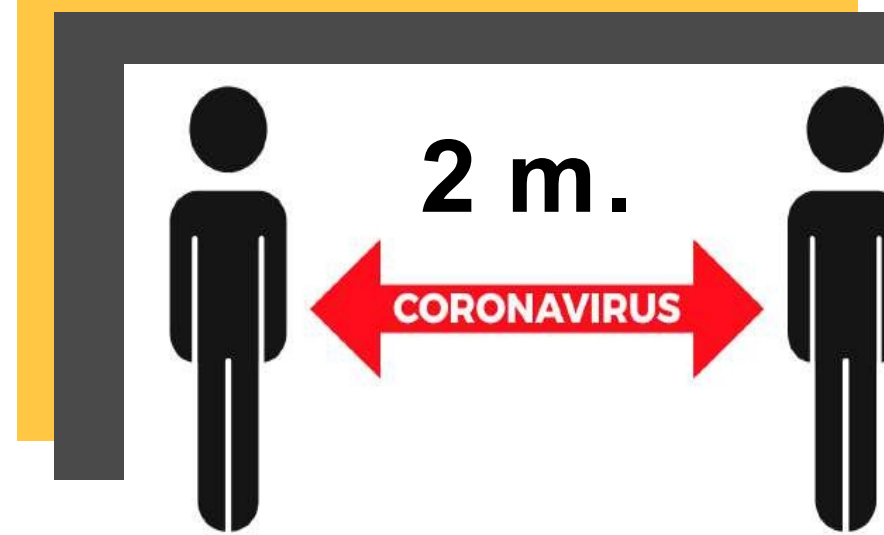
P P E



P R E V E N T I O N



CLEANING & DISINFECTION



P H Y S I C A L  
D I S T A N C I N G

THREE DIFFERENT DELIVERY  
OPTIONS AVAILABLE

# TRAININGS



HOW TO RESPOND TO A  
POSITIVE CASE



EMERGENCY FIRST AID



CONTACT TRACING



BLS – BASIC LIFE SUPPORT



BASIC FOOD HYGIENE



INFECTION CONTROL

THREE DIFFERENT DELIVERY  
OPTIONS AVAILABLE

# DELIVERY OPTIONS



## FULLY ONLINE

- Access given to our online learning platform
- Individual learners enrolled
- Email address required
- Learners need access to computer
- Downloadable E-certificates
- Learners learn at their own pace



## LIVE WEBINAR

- Screen Required and Good Internet
- Classroom/s
- Additionally, individual learners can attend from their own rooms/office
- Live training delivered in real time by trainer
- Participation from the learners
- E-certificates sent
- A number of learners can attend this training at the same time (depending on the size of your classroom)
- We will send the zoom link



## CLASSROOM

- Trainer will visit the resort
- Full precautions taken (masks, physical Distancing)
- Classroom training
- Participation from the learners
- E-certificates sent
- Traditional method of teaching

**CHOOSE YOUR OPTION**



MINISTRY OF  
TOURISM

We will assist  
in meeting

MALDIVES FOOD &  
DRUG AUTHORITY



the  
requirements

HEALTH PROTECTION  
AGENCY



of the  
government

**WHAT IF WE  
CANNOT  
TRAVEL TO  
RESORT**

**BECAUSE OF  
TRAVEL  
RESTRICTIONS?**

# FULL REMOTE AND ONLINE ASSISTANCE WILL BE GIVEN



- LIVE WEBINAR MEETINGS
- WRITING OF ALL POLICIES, SOPS, MANUALS REMOTELY
- SETTING UP A SYSTEM OF MONITORING AND ACCOUNTABILITY REMOTELY
- 'REMOTE' AUDITS WITH EACH RELEVANT HOD
- DESKTOP AUDITS, REPORT WRITING
- TRAINING THE HOD OR MANAGER TO BE AN INTERNAL AUDITOR
- ONLINE REMOTE MONITORING AND VERIFICATION
- CUSTOMIZED CHECKLISTS WILL BE PROVIDED FOR THE RESPONSIBLE PERSON FOR CHECKING!

# NSURE CERTIFICATE OF COMPLIANCE

Once the processes are set in place and the team trained, NSURE will independently award your business a Certificate of Compliance.

Certificate can be sent and displayed by hotel to corporate accounts, travel managers and other accounts requiring extra diligence.

Other benefits include;



Peace of mind &  
reassurance for your  
future guests



Preferred by Tour  
Operators due to safety  
& security



Compliance with the  
government  
regulations

# MEET OUR AMAZING TEAM



BABLI



VIK



HENNY



MEESH



SUHASINI



CLEM



WASANTHA

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**Together  
we can  
achieve  
outstanding  
results**