

Dear friends,

We trust that you and your family are well 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, and the state of Kerala too. The Government of Kerala has 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 faced by foreign visitors. Our actions in Kerala are in accordance with the concrete and early actions initiated by the Kerala Government 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 is stopping foreign patient bookings and advising foreign patients to cut short their wellness treatment and return home. This is pursuant to the Government's direction to halt all travel itineraries for foreign passport holders within Kerala, and that all foreign passport holders (including people 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. We have also got directives from the local governing bodies to stop all Ayurveda and Naturopathy treatments that require body contact. CGH Earth is not only bound by law to implement these strong measures initiated by the Government, but also fully agree and support these actions.

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, patients and wellness partners, who are the very foundation of the healing experiences we promise to provide.

In keeping with this commitment, this is the action plan we have executed across all our Ayurveda and Naturopathy clinics and treatment facilities during the course of the outbreak in Kerala.

For Patients -

- Thermal scanners at Front Desk to monitor the temperature of all patients.
- Self-declaration forms that record the travel details of all patients when they are admitted.
- 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 patients to wash their hands frequently with soap and use the hand sanitiser.

For Staff and Medical Teams -

- 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).

