

TRUMP®  
INTERNATIONAL HOTEL  
WAIKIKI

## Health & Safety Plan



### Introduction

Caring for the safety and well-being of our associates and guests is Trump International Hotel Waikiki's top priority. Our plan provides fact-based information, best practices and resources to keep our associates and guests safe while operating our hotels. The plan contains comprehensive guidance for the most essential safe workplace best practices to include:

- General Workplace Safety Requirements
- Associate Responsibilities & Requirements
- Social Distancing
- Hand Hygiene
- Personal Protective Equipment
- Summary of Cleaning & Disinfection Protocol
- Summary of Guest Safety Procedures
- Training

We will continue to be vigilant by utilizing appropriate precautionary measures based on guidance from various health organizations including the U.S. Centers for Disease Control and Prevention (CDC) and local and state authorities.

## General Workplace Safety Requirements

The following items are critical to protecting our associates and guests.

- **Safety & Sanitation** – The frequency of cleaning and sanitizing will increase with regular focus on high traffic and high touch areas in both the front and back of house.
- **Training** – All associates and managers will receive training on COVID-19 safety and sanitation protocols.
- **Partitions** – Plexiglass partitions must be added where local guidance specifies to reception areas.
- **Hand Hygiene** – Frequent and proper hand washing with soap is essential to help combat the spread of virus. All associates will be instructed to use sanitizer when a sink is not available.
- **Social Distancing** – Associates will be reminded to practice social distancing by standing at least six feet away from others whenever possible. This applies to associate pre-shift meetings and to staggering arrival times to minimize traffic volume for larger departments.
- **Communication** – Management team will provide constant communication about hotel actions and efforts regarding guest and associate safety.
- **Hand Sanitizer** – Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and associate entrances and contact areas such as the driveway, reception area, hotel lobbies, restaurant and lounge areas, meeting spaces, elevator landings, pool and fitness center as well as time clock locations.
- **Front and Back of the House Signage** – There will be health and hygiene reminders throughout the property to include but not limited to hand hygiene, the proper way to wear, handle and dispose of masks, use and dispose of gloves and to avoid touching the face and eyes.



## Associate Responsibilities & Requirements

Reestablishing a workplace where people feel comfortable performing their jobs safely is a multifaceted challenge. The associates of Trump Waikiki are vital to maintaining a safe workplace. All associates are personally responsible for:

- Practicing social distancing by maintaining a distance of at least six feet from all other persons
- Wearing required personal protective equipment
- Maintaining good hand hygiene by washing their hands or use sanitizer when a sink is not available
- Avoid touching eyes, nose and mouth
- Cover your mouth when coughing or sneezing
- Ensuring all cleaning and disinfection protocols are followed in their department
- Cleaning and disinfecting all shared equipment when that equipment transfers from one associate to another and when it is done being used for the day

- Avoiding non-essential travel
- Staying at home if sick, except to get medical care
- Informing their supervisor and Director of Human Resources if they develop symptoms at work

## Social Distancing Protocol

The following is a summary of general social distancing guidelines to be followed in both the front and back of house.

- All individuals will be advised to practice physical distancing by standing at least six feet away from other people.
- Lobby seating areas, dining and conference rooms, offices and other hotel layouts will be arranged, where possible to ensure appropriate distancing.
- Floor dots for guests and associates to gauge where to stand in potentially congested areas, such as queueing in the lobby, should be in place where appropriate and feasible.
- During peak times, considerations should be made for a Lobby Ambassador to position themselves to encourage social distancing and allow flow of traffic.
- Food & Beverage outlets will reduce or reconfigure seating, where possible, to allow for a minimum of six feet of separation between each seated group/ party of guests. Self-serve buffet style food will be suspended and replaced with alternative service styles.
- Meeting and banquet set-up arrangements will allow for social distancing between guests in all meetings and events based on CDC and state recommendations.
- Pool seating, where possible, will be configured to allow for at least six feet of separation between groups of guests.
- Associate dining room, uniform control area, training room, shared offices and other high-density areas will also follow all social distancing protocols.
- Limitations or restrictions for maximum occupancy of a particular area set by the certificate of occupancy will be strictly adhered to, as determined by current local and state guidelines.
- If a meeting is necessary, it should be held in an open, well-ventilated space with appropriate social distancing among participants.



## Hand Hygiene

Associates are required to wash their hands frequently with soap and water for at least 20 seconds, especially:

- After blowing one's nose, coughing or sneezing
- Before, during and after preparing food
- Before and after using the restroom

- After touching garbage
- Before and after the associate's shift
- Before and after the associate's breaks
- After touching objects that have been handled by customers
- After touching an animal, animal feed or animal waste
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- Before and after treating a wound
- After changing diapers or cleaning up a child who has used the toilet

Associates are to follow CDC guidance for "Correct Hand Washing Procedure".

When soap and water are not readily available, associates should use an alcohol-based hand sanitizer that contains at least 60% alcohol.

## Personal Protective Equipment (PPE)

Appropriate PPE will be worn by all associates based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE is mandatory.

- Where local and state government requires, every associate entering the hotel will be provided a mask and required to wear that mask while on property.
- All associates are required to wear gloves and face masks when performing all cleaning and sanitation tasks.
- All associates are required to wear gloves when handling or preparing food.
- Gloves will also be available to any associates whose responsibility requires them to have direct contact with guests such as Security officers, Valet attendants and Bell/Door team members.

All stocks of PPE must be stored in a way that protects them from possible contamination.

## Summary of Cleaning & Disinfection Protocol

According to the CDC, "Current evidence suggests that novel coronavirus (SARS-CoV-2) may remain viable for hours to days on surfaces made from variety of materials. Cleaning of visibly dirty surfaces followed by disinfection is a best practice measure for the prevention of COVID-19 and other viral respiratory illness in community settings."

All areas of the hotel must be cleaned and disinfected according to the CDC "Detailed Guidance for Disinfecting Facilities", with increased focus on hard surfaces and high touch surfaces such as tables, doorknobs, light switches, phones, etc.

It is required to use only U.S. EPA (United States Environmental Protection Agency) registered disinfectants that are approved for use against coronavirus (COVID-19).

## Summary of Guest Safety Procedures

The following are the minimum requirements to maintain the safety of our guests and associates.

### Guest Arrival

- Signage will be prominently placed at the entrance of the hotel and other strategic locations outlining proper mask usage and advising guests to practice social distancing, standing at least six feet away from other groups of people not traveling with them when in queue, using elevators or moving around the property.
- Guests are provided disinfected room keys.
- Guests will be presented with a letter from the General Manager to inform them of hotel safety actions and efforts as well as instructions for safety procedures to be followed while on property.
- “Guest Sanitation Amenity” including hand sanitizers are presented to guests as a welcome amenity.



### Valet

Valet associates must wear clean gloves, masks and have a plastic liner to place on the seat. It is also recommended that associates should keep the window of the car open, when possible, to allow for additional ventilation.

- Car doors should continue to be opened by gloved associates upon arrival and departure.
- Luggage assistance will be offered to every guest, but not automatically provided as some guests may choose to keep their luggage with them.
- The bell cart will be sanitized before and after each guest is assisted.

### PPE for Guests

- The following PPE will be available for guests: face masks, gloves and hand sanitizer.
- Locations for distribution are to include but not limited to:
  - Main Hotel Entrance
  - Guest Reception & Concierge Desks

## **Hotel Guest Elevators**

- Button panels will be sanitized regularly.
- Maximum number of occupants allowed in the elevator at any one time should be no more than four persons.
- Signage is posted on the outside of the elevator to explain the current procedure.
- A hand sanitizer station is placed next to all lobby level elevators.

## **Public Spaces and Communal Areas**

- Hand sanitizer stations will be placed in strategic locations throughout the hotel and public areas and well maintained.
- The frequency of cleaning and sanitizing has been increased in all public spaces with emphasis on all “high touch” surfaces including, but not limited to:
  - Guest Reception Counter
  - Bell Desk
  - Elevators and elevator buttons
  - Door handles
  - Public lavatories
  - ATM
  - Stair handles
  - Fitness Center equipment
  - Dining surfaces and seating areas

## **Guest Rooms**

- Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including:
  - Television remote controls
  - Toilet seats and handles
  - Door and furniture handles
  - Water faucet handles
  - Nightstands
  - Telephones
  - In-room control panels and temperature panels
  - Light switches
  - Alarm clocks
  - Luggage racks
- A framed “Designed for Luxury with Peace of Mind” card is placed in a visible location to reassure guests of sanitation measures taking place during daily maid service.
- Turndown service is suspended until further notice.
- Linen and terry continue to be washed at a high temperature and in accordance with CDC guidelines.
- When delivering guest items, associates must wear clean gloves.

- Desk stationery, paper pads and pens are removed from the guest rooms, but available upon request.
- All printed collateral including Guest Directory, books and magazines are removed from rooms. Guest Directory and In-Room Dining Menu can be accessed via QR code indicated on the welcome letter from the General Manager.
- Single-use printed newspapers will be available at the Front Desk based on availability.
- Extra blankets and pillows are removed and only available upon guest request.
- Coffee mugs and cups are replaced with individually wrapped to-go hot beverage cups.
- Bathroom glasses are replaced with individually wrapped plastic cups.



## Pool

- Chaise lounge chairs are set at a minimum of six feet apart to accommodate social distancing.
- Capacity should be reduced to 50% of the maximum allowable number of occupants.
- Social distancing reminders are provided.



## **Fitness Center**

- The layout of equipment is reconfigured to allow for six feet of space in between machines.
- Disinfecting wipes containing at least 60% of alcohol are available for guest use.
- Hand sanitizer station is posted at the entrance of the Fitness Center.

## **Spa**

- Until further notice, Spa remains closed.

## **Business Center/ Library**

- Internet stations and equipment are sanitized regularly.

## **Restaurant & Lounge \*Currently Closed\***

- Restaurant and lounge area to be reconfigured to allow for appropriate social distancing.
- Peak period procedures to be implemented.
- Signage to be placed at entrances to remind guests of hand hygiene.
- Self-serving dining options are to be suspended until further notice.
- Napkin service to be suspended and table setting to be replaced with rollups.
- Tableside presentations to be suspended.
- All food and beverage items to be placed on the table or counter instead of being handed directly to a guest.

## **In-Room Dining**

- Guests may view the menu on their own devices via QR code provided upon arrival.
- In-Room Dining Breakfast Pre-Order Door Hangers are suspended until further notice.
- Associates must wear clean disposable gloves when handling all items related to guest order.
- One-time disposable dishware is being utilized for the time being.

## Training

For the wellbeing of our associates and guests and to prevent the spread of COVID-19, it is imperative that all Trump Hotels associates understand the workplace requirements and expectations with particular emphasis on the new safety and sanitation protocols.

All associates must receive training and sign off that they understand the expectations regarding the protocols.

- Signs & Symptoms of COVID-19
- Social Distancing
- Hand Hygiene
- Personal protective Equipment Mandates
- Cleaning & Disinfection Protocols
- Associate Responsibilities to Protect Themselves and Others
- Daily Self-Screening Protocols

