

Kā'anapali Beach Hotel

Committed to our kuleana (responsibility) for the palekana (safety), ola (health), and 'olu'olu (comfort) of guests and employees

Kā'anapali Beach Hotel is adding and implementing new procedures and protocols to further enhance our operational guidance and resources around guest safety and peace of mind. These essential new protocols and processes will help us do so in a healthy and safe way while prioritizing the protection of our guests as well as our staff.

Here are a few of the items you can count on for your journey back to Kā'anapali Beach Hotel:

- Elevated cleaning and sanitizing standards including deep cleaning and disinfecting of guestrooms, use of hospital-grade sanitizing spray, increased frequency of cleaning in public and high-touch areas, and hand sanitizer dispensers in key locations.
- Physical distancing will be incorporated in all public areas, including restaurants and food & beverage outlets. Signage will be added throughout the property to educate and inform guests regarding appropriate distancing.
- The guest experience from check-in to check-out will minimize physical contact and common surfaces. All food and beverage outlets will eliminate self-serve and common handling of items wherever possible.
- Appropriate personal protective equipment will be worn by all employees based on job function. Training on protocols and proper use of PPE will be mandatory for employees and all necessary equipment will be provided for their use.
- Hotel management continually monitors and follows the guidance of CDC (Centers for Disease Control and Prevention) and the Hawaii State Department of Health.

The hotel is closely monitoring the rapidly evolving situation of COVID-19 and is committed to making adjustments and additions to these protocols as necessary.

To learn more about Kā'anapali Beach Hotel's cleanliness commitment, please visit www.kbhmaui.com

COVID-19 PROCEDURES AND PROTOCOLS

HOUSEKEEPING - Health & Sanitation Protocols

- *Face mask is required at all times while on the floor and in guestrooms*
- *Gloves should be worn as required in areas or situations*
- *The practice of social distancing of 6' or more is mandatory*

I. Cleaning Guestrooms

A. Checkout Room

1. Spray sanitizing cleaner directly to high touch areas (start with door handles and work way into the room – temperature control panel, light switches, bathroom area to include: vanity counter & sink, toilet, grab bars, shower/tub area, trash can, closet area to include: countertop, refrigerator, ironing board & hangers, refresh tower to include: countertop and digital safe, luggage bench, night stand, armoire/TV, dining area, desk area, lanai doors, and lanai furniture.

2. Wipe down high touch areas mentioned above. Also include vanity mirror, guestroom phone, lamps and lamp switches, iron, hairdryer, TV remote, alarm clock, and other guestroom collateral.

All reusable collateral removed from guestrooms to include: compendium, Bible, magazines, stationery, and pen.

Stationery and pens will be available upon request only.

Weekly bulletins with scheduled activities will be provided by 'Alihilani and Hale Ho'okipa in replacement of the compendium.

3. Clean the guestroom according to check-out room protocols. Be sure to change gloves as necessary.

4. Room Inspector will be responsible to do final sanitation spray of the room after VCI the room using the guestroom phone.

B. Occupied Room (Every 3rd Day)

1. If guest(s) are present in the room – offer to return at a later time to service the room when they are NOT present. **Guestrooms will NOT be serviced when guests are present in the room.**

2. If guests are NOT present in the room; OK to directly spray sanitizing cleaner to high touch areas (start with door handles and work way into the room – temperature control panel, light switches, bathroom area to include: vanity counter & sink, toilet, grab bars, shower/tub area, trash can, refresh tower to include: countertop and digital safe, luggage bench, night stand, armoire/TV, dining area, desk area, lanai doors, and lanai furniture.

For occupied rooms, the closet area and all drawers will remain untouched to help secure guest property/belongings from unnecessary exposure/contamination.

3. Clean the guestroom according to occupied room protocols. Be sure to change gloves as necessary. When making the bed, be sure to place bed linens on the second bed and NOT on the floor.

C. Linens

1. All bed linen will be changed every 3 days, or when requested by the guest. Bedspreads, shower curtains, and shower liners will be changed at time of checkout.

2. All dirty linen will be rolled (do not shake) inside out.
All extra linen (pillows and pool towels) removed from guestrooms. Extra linens will be furnished upon request.

D. Cleaning Glassware

1. Bathroom tumblers, coffee mugs, coffee carafe, and ice bucket will be placed in vanity sink and sprayed with approved disinfecting solution that is effective against viruses and bacteria. Items will sit in solution and cleaned as bottle directed. Cleaned items will be placed back in place and bathroom tumblers will be placed in the KBH logo glass bags.

II. **Cleaning Public Areas** – The frequency of cleaning and sanitizing has been increased in all public areas with an emphasis on frequent contact surfaces.

A. Lobby Area

1. Wipe down lobby furniture with sanitizing spray every hour.
2. Steam cleaning the lobby furniture cushions will be monthly or more depending on usage.
3. Front Desk, 'Alihilani Guest Services & Hale Ho'okipa will be responsible to clean and sanitize their own areas of the lobby.
4. Vacuuming will be twice a day (am & pm) or more depending on usage. Steam cleaning lobby carpet will be once a month or more depending on usage.
5. Clean and sanitize public water fountain, ATM machine, lobby phone and business kiosk area to include but not limited to mirror, countertop, computer, keyboard and printer at regular intervals, at least once per hour.
6. Wipe down lobby fixtures, decorations, and displays with sanitizing spray every hour.

B. Porte Cochere

1. Wipe down porte cochere furniture with sanitizing spray every hour.
2. Steam cleaning the porte cochere furniture cushions will be once per month.
3. Bell Desk will be responsible to clean and sanitize their area of the porte cochere.
4. Sweeping and mopping of porte cochere area to be done every hour or more depending on usage. Pressure wash the porte cochere area once every other month.

C. 6th Floor Breezeway

1. Wipe down breezeway furniture with sanitizing spray every hour.
2. Steam clean the breezeway furniture cushions once a month or more depending on usage.
3. Vacuum once a day or more depending on usage. Steam clean the breezeway carpet once a month or more depending on usage.

D. Public Restrooms

1. Wipe down high-touch items with sanitizing spray in the public restroom to include but not limited to vanity counters, bathroom faucet handles, soap dispensers, napkin dispensers, hand sanitizers, door handles, toilet lever handles, and toilet seat at regular intervals, at least once per hour.
2. Public restrooms will be cleaned every 4 hours (to include cleaning of toilet bowls, vanity, sink, sweeping & mopping) during peak times between the hours of 7am – 7pm. Sample schedule is as follows: 7am, 11am, 3pm & 7pm

- E. Guest Laundry Room
 1. Wipe down high-touch items with sanitizing spray in guest laundry to include but not limited to folding counters, laundry faucet handles, soap vending machines, chairs, tables, door handles, inside and outside of washing machines and dryers every hour.
 2. Guest laundry will be cleaned every 4 hours during peak times (7am – 7pm) to include sweeping & mopping.
 3. All shared magazines and books left in guest laundry will be discarded and the “Sharing Library” will be discontinued.
- F. Hale Hema & Hale Akau
 1. Sweep, mop, wipe chairs and tables down with sanitizing spray every 2 hours or depending on usage or need.
- G. High Touch Areas
 1. Wipe down with sanitizing spray - hallway railings, stairwell railings, vending machines, door handles and locks every hour.
 2. Apply sanitizing spray to the flooring of hallways and stairwells every hour.
 3. Elevator button panels will be sanitized at regular intervals, at least once per hour to include call buttons at every floor. Apply sanitizing spray to inside of cab - flooring and walls of elevator cabs at regular intervals, at least once per hour.
 4. Wipe down parking garage railings every 2 hours. Apply sanitizing spray at the garage catwalk every 2 hours.
- H. Emptying Trash Receptacles
 1. Trash receptacles will be emptied as needed. Trash receptacles will be checked at regular intervals, at least once per hour except parking garage. Hale Hema & Hale Akau trash receptacles will be checked every 2 hours and emptied as needed.
 2. Separate trash receptacles will be provided at designated locations for safe disposal of PPE items only. Employees will be required to dispose of PPE items in these receptacles ONLY.

Note: Consider weather elements when cleaning outdoors such as spraying chemicals when it is windy or rainy. Adhere to safety precautions. Be cautious of people passing by.

III. Room Attendant Protocols

- A. Housekeeping Carts and equipment (to include vacuum cleaner) must be cleaned and sanitized before and after each shift.

IV. Houseman Protocols

- A. Linen Run
 1. Linen carts must be cleaned and disinfected before and after each use with disinfecting spray; as the carts are used to transport clean AND dirty linens.
 2. Linen mobile carts must be clean and sanitized before and after each driver.
 3. TPI laundry run – all clean and dirty linens must be bagged and tied securely. KBH van must be cleaned and sanitized before and after each use.
- B. Equipment Maintenance & sanitation process.
 1. Sanitize equipment before and after each use to include: dry carpet shampooer, carpet extractor, fans, ionizer, and dehumidifier.

C. Requests for guestroom amenities: Incorporate social distancing guidelines. Housekeeping will provide an ETA for drop off. If guests are not feeling well, Housekeeping will place requested amenity (bagged) at doorstep, knock, and go.

V. Room Inspector Protocols

A. Guestroom Procedures: Room Inspectors will be responsible for final sanitation of room (after VCI the room using the guestroom phone).

B. Lost & Found items (or items that are left behind by guests) will be secured in a plastic bag and brought to the Housekeeping clerk to log and store. Lost & Found form must be completed and taped onto plastic bag.

VI. Laundry Room Protocols

A. Spray and sanitize outside and inside of washers & dryers after every use.

B. Spray and sanitize work areas at least every hour.

VII. Linen Room Protocols

A. Spray and sanitize work areas at least every hour.

B. Prepare supplies and place on table (outside of linen room) to help maintain social distancing. Call Houseman to pick up and deliver supplies.

VIII. Seamstress Protocols

A. Spray and sanitize work areas at least every hour.

IX. Dispatch Clerk Protocols

A. Lost & Found – follow same protocol: ensure items are secured in bag w/ completed Lost & Found form. Log item onto sheet and place item in the designated lost & found area. Items that go unclaimed after 30 days will be either donated or discarded.

B. Maintain social distancing guidelines when handing out quarters to guests.

C. Maintain social distancing guidelines when handing out pool towels to guests.

D. Maintain social distancing guidelines when signing in & out room keys to employees and vendors. Spray & sanitize every key before and after each use.

E. Shared tools and equipment will be sanitized before, during, and after each shift or anytime the equipment will be transferred to a new employee. This includes but not limited to: desk space, desk phone, computer, keyboard, mouse, monitor, calculator, stapler, radio, tape dispenser, scissors, pens, writing pads, etc.

X. Storage Rooms

A. All stored items will be placed in bags and securely tied, then placed on storage shelves.

FRONT OFFICE AND PBX - Health & Sanitation Protocols

I. Social Distancing

- A. Floor markers: Visual markers will be placed in front of the front desk that meets the 6-foot distance standards.
 - 1. Visually impaired guests that are checking in will be greeted by a bell attendant and escorted directly to the ADA station for assistance. The bell attendant will use vocal instructions to help guide them into the lobby and will wait for the check in to be completed so they can assist with escorting the guest(s) with their belongings to the guestroom. The bell attendant will observe acceptable social distancing standards or a common level of comfort between all parties.
- B. Only 1 person per reservation should register at a time. Children and family members will be offered a seat during the check in process to prevent overcrowding at the desk. The only exception would be single adults traveling with minor children.
- C. Employees should refrain from close interaction with one another for an extended period of time. There may be times where assistance from a team member is required and the help provided should be given from their respective terminal as much as possible.
- D. Agents and other operators should not enter PBX when an operator is on duty. Allow the on-duty operator to assist you with your needs.
- E. There should be no more than 2 people in the break room at any given time.
- F. Communication between the front desk and PBX should be done via telephone whenever possible.
- G. PBX is encouraged to keep their accordion door closed to minimize any other employee from entering.
- H. One employee should enter the computer room at a time to retrieve supplies.

II. **Exercising Proper Health & Sanitization Guidelines**

- A. Face masks will be worn by all employees at all times that they are on property. This includes pre-shift, walking from vehicle to work station and post-shift, walking from work station to vehicle.
- B. Washing of hands and the use of sanitizers should be done after the use of the restroom, sneezing, coughing, blowing of their nose, touching of face, meal breaks, cleaning or receiving an item from a guest or another team member.
- C. Disposable cleaning wipes and or cleaning sprays / paper towels will be provided for the front desk and PBX work stations. Refrain from using cloths to wipe a surface and instead use paper towels that can be discarded.
- D. Clean and disinfect frequently touched surfaces often. This includes tables, doorknobs, countertops, desk handles, desks tops, phones, keyboards, computer mouse, cash drawer keys and shared equipment such as refrigerator door, microwave buttons, calculators.
- E. PBX- Using a cleaning spray and paper towel, sanitize property keys when receiving from an employee and prior to placing back into inventory.
- F. PBXO will be issued individual headsets to minimize the use of a shared phone receiver.
- G. Employee work trays and cubbies that are provided should be used for work purposes only. Unnecessary belongings should be taken home.
- H. Lost and found items or gifts given to an agent requires a package pass and must be taken home immediately. Items that are left behind are subject to be discarded.
- I. Be respectful of people's space. Although you may feel comfortable being close to another person, that may not be the case for the other person. Social distancing should always be practiced regardless of your comfort level.

- J. Do not share PPE.

III. Signage

- A. Informational signage will be posted in the back office as a visual reminder for employees to practice social distancing and good hygiene.
- B. Signage at the front desk will state that a face mask is required when seeking assistance from an agent.

IV. Shared Equipment

- A. Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes handheld radios, computer monitor / keyboards, printers, calculators, phones, EMV devices, time clocks, key encoders, cash drawer keys, Expo pens and all other direct contact items used throughout the operation.
- B. Refrigerator and Microwave use will still be available and handles / buttons should be wiped after each use.
- C. Each employee is encouraged to bring their own utensils and paper products. Only prepackaged or wrapped utensils should be allowed in the common area.

V. Supplies

- A. All supplies will be kept in their original packaging and stored in the computer room.
- B. Each agent will responsible for their own daily supply of necessary material to be able to complete their duties.
 - 1. Arrival key packets
 - 2. Small inventory of guestroom keys
 - 3. Wifi access codes
 - 4. Keiki passport
 - 5. Pens / note pads
 - 6. Envelopes
 - 7. Paper clips / rubber bands
- C. Shared materials and supplies should be sanitized in between use.
- D. Restock paper (registration cards, folio, logo)
 - 1. Allow the supply of paper to run low in the printer and replenish stock in its entirety to minimize open paper reams that are kept at the desk.
- E. First aid supplies to guests from the front desk will be discontinued. Guests will be referred to the Deli Corner.
 - 1. Legitimate Code Blue cases will be referred to Security.

VI. Work Stations - Front Desk

- A. Clear acrylic shields will be installed at each station to include the ADA counter space. A 2-3 inch pass through will allow the guests to receive their registration cards for a signature and their arrival key packet.
- B. Sanitize work station at the start and ending of your shift to include the balancing station.
- C. Agents must be stationed at every other terminal 1, 3, 5 (ADA).

- D. Sharing terminals are prohibited.
- E. Terminals must be locked when an agent leaves a station for any reason, restroom, retrieving a change order, meal break, etc.
- F. Terminals that are in use and locked by the initial agent must not be used by anyone else. If another agent or MOD needs a terminal during the interim of an agent being away, they will utilize a different terminal and must still exercise social distancing from other agents presently at their terminals.

VII. Work Stations - PBX

- A. Clear acrylic shield will be installed to cover the sign out window. A 2-3 inch pass through will allow key issuance.
- B. Sanitize work station at the start and ending of your shift. This should also be done when leaving and returning from your meal break.
- C. Do not allow anyone else to utilize the equipment while you are on duty. If they do, you must sanitize the touched equipment.
- D. When leaving for a meal break, sign off from the terminal to allow your reliever to log on.

VIII. Work Processes - Front Desk

- A. Guest interaction will be challenging with the interference of facial masks and eye contact and strong communication skills will be very important. As much as possible, you must make each guest feel welcomed by using positive body language, making eye contact and using positive and uplifting words.
- B. ID and credit card verification will be done visually and will not be handled by the agent.
- C. Station and supplies (pens, EMV) will be sanitized after each use.
- D. Keys that are being returned to the front desk will be placed in a receiving container by the guest and keys will be sanitized and placed at the back of circulation.
- E. Agents will not receive demagnetized room keys and will instead ask the guest to leave their key in the receiving container and a new key will be issued.
- F. Processes that involve shared tools will be reviewed and converted into paperless when possible.
 1. Daily log binder - The printed log will take the form of a word document and will be recorded, updated and filed in a folder in Windows as opposed to printed, handwritten and shared amongst agents.
 2. Cross check reports will be completed and filed in a specified folder in Windows as opposed to printing and filing.
 3. Car vouchers - TBD
- G. Express check out forms will continue to be issued at time of check in and encouragement to our guests to utilize this feature will be done by the agent. If the agent is able to arrange the check-out process with the guest during check in, a TRACE will be left for the date of departure with the instructions that were advised by the guest.

IX. Work Processes - PBX

- A. Processes that involve shared tools will be reviewed and converted into paperless.

1. Key Sign Out - The operator will complete the key sign out sheet on its entirety to include the time, employee name, department, time out, time in and witness prior to issuing a key to an employee.
Upon return of a key, it will be sanitized prior to being put back into inventory.
 2. Parking Pass Log - The log will be converted into a word document and recorded and filed in Windows.
- B. Lei Aloha refresh amenities:
1. Welcome Fruit Platter - Possibly re-evaluate process.
 2. The bell clerk will retrieve the amenities with their own box or container to transport the items.
 3. Undeliverable items will be kept at the bell desk and they will continue to attempt delivery. If the amenity is unable to be delivered before the guests' check out date, or refused by the guest, the item will be returned back to PBX.
Every effort to sanitize returned items will be made before placing back into inventory.

BELL OPERATIONS - Health & Sanitation Protocols

I. General

- A. The front office management team in conjunction with security personal will ensure all safety, health, and sanitation protocols are followed.
- B. The shift manager will communicate any changes in protocol to the staff immediately. Communication will be via email, printed and posted notice, and verbal from a safe distance.
- C. Management will ensure the team remains positive about all protocols and does not discuss any negative aspects of Covid 19 while at work. This includes discussing guest reaction and apprehension to the protocols or any other Covid 19 related matters.
- D. Uniform control procedures should be in place to launder employee uniforms. Uniforms should not be taken home. A fresh uniform should be issued for each shift. A replacement uniform should be readily available should an employee need to change after shift.
- E. A mask and gloves will be a standard part of the Bell Ohana uniforms.
- F. In the event we decide to have chairs or benches for the guests in the porte cochre area, the seating arrangements will be at least 6 feet apart. The furniture must be sanitized by spraying after each guest use.
- G. Trash and recycle receptacles will be readily available in the porte cochre area.

II. Bell Operations

- A. The bell area will be marked with walkways.
- B. The walkways will have distance markers at 6-foot intervals.
- C. There will be no loitering in the bell work area.
- D. Bell attendants will remain posted and not loiter at the bell desk.
- E. The bell desk will have a Plexiglass shield.

- F. To limit cash exchange, the bell desk will be equipped with a credit card processing terminal.
- G. To limit exposure to maps and flyers, the items will be distributed one at a time through a slot in the Plexiglas to our guests.
- H. Directions will be given to guests at a safe distance, preferably from behind the Plexiglas barrier.
- I. A direction machine will be installed for the guests to print out directions as needed.
- J. A barrier will be installed to prevent guests from accessing the luggage area.
- K. The bell clerk will wear gloves and a mask.
- L. The clerk will wipe down the bell desk area frequently including all equipment used by the clerk and areas that were in contact with the guests.
- M. The porte cochre area will be sprayed with disinfectant frequently.
- N. Wheelchairs to be sanitized after each use. Wheelchairs will not be loaned out.
- O. No direct transportation via the bell van will be provided.
- P. Amenity deliveries will be coordinated with the guests. Guest must be present to receive the amenity.
- Q. Bell attendants will limit access to the guest rooms. Luggage to be delivered just inside the guest room.

III. Guest Arrival

- A. A security officer will greet each visitor to the resort. Visitors will be screened and asked to use hand sanitizer and to wear a mask (which will be provided by the resort). Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the resort.
- B. Guest Arrival by Car, Shuttle, Taxi or Ride Share
 - 1. Employees will not open the doors of cars or taxis.
 - 2. Guests will be greeted a 2nd time by the bell staff from a safe distance of 6 feet.
 - 3. Guests requesting bell service will be assisted. Bell attendants will wear a safety mask and gloves. Taxi drivers will place luggage on the curb side
 - 4. Guests arriving in cars will open the trunk, step back a safe distance of 6 feet and allow the bell attendant to remove the luggage and place on a bell cart. The bell cart will be sanitized after each guest is assisted. Gloves will either be sanitized or disposed.
 - 5. Trash and recycle receptacles will be readily available in the porte cochre area.
 - 6. Guests will enter the resort through doors that are either propped open, are automated or manually operated by an employee.
 - 7. Valet services will be suspended until further notice.

IV. Guest Departure

- A. Bell assistance will be available.

- B. Bell attendants will wear gloves and a mask.
- C. If the guest is in the room when the bell attendant arrives, luggage is to be placed in the hallway by the guest. The door to the room will be closed with the guests inside before the bell attendants load the luggage on the bell cart.
- D. If the guest is not in the room, the luggage is to be packed and left directly inside the door.
- E. Luggage will be loaded into the trunk of guest cars while the guests remain at a safe distance of 6 feet.
- F. For taxis, shuttle, and ride shares, the luggage will be placed at curbside for the driver to load.
- G. Luggage may be stored at the bell desk for guests departing at a later time.
- H. The bell cart will be sanitized after each guest is assisted. Gloves will either be sanitized or disposed.

SECURITY - Health & Sanitation Protocols

I. Cleaning and Sanitizing

- A. Practice good hygiene at all times, washing hands with soap and water or sanitizing your hands with an approved sanitizer if soap and water are not readily available. Wash or sanitize your hands for at least 20 seconds on an hourly basis, or after contact with surfaces, or items not in your immediate control. Avoid touching any part of your face.
- B. Clean all high contact surfaces when entering and before leaving the office or other areas being accessed for business purposes.
- C. All shared tools utilized in the course of the shift must be sanitized before and after each use.
 - 1. Radios, phones
 - 2. Shared notebooks, pens, markers, clip boards
 - 3. Flashlights
 - 4. Lock Tools
 - 5. Key Cards and keys
 - 6. Golf Cart
 - 7. Any other tools or equipment used including your own personal items

II. Social Distancing

- A. Maintain the current CDC guidelines established for social distancing at all times when in contact with employees, coworkers, guests, patrons, visitors, contactors, vendors, and intruders.
 - 1. Current guideline is a minimum distance of 6 feet
 - 2. A face mask must be worn at all times

- B. PPE is available for security use at the Security Office.
 - 1. Mask
 - 2. Gloves
 - 3. Eye protection
 - 4. Body suit
- C. If contact is essential due to particular circumstances, such as emergency response (fire, evacuations, domestic arguments, fights), first aid treatment (minor injuries), mobility assistance, or the like, use the appropriate PPE.
 - 1. Mask
 - 2. Gloves
 - 3. Eye protection
 - 4. Body suit if deemed necessary
- D. When responding to emergency CODE BLUE (serious emergency) situations, such as heart attacks, severe bleeding, unconsciousness, difficulty breathing, or the like, use the appropriate PPE and activate emergency services to respond to the situation.
 - 1. Mask
 - 2. Gloves
 - 3. Eye protection
 - 4. Body suit if deemed necessary
- E. Provide PPE to those we come in contact with if the individuals do not have appropriate PPE during the contact.
 - 1. Mask
 - 2. Gloves if necessary

III. Personal Protective Equipment (PPE)

- A. Security Officers must be familiar with PPE distribution locations and sanitization stations in relations to employee, vendor, guests, and patron areas of the property (Locations TBD as the needs change).
- B. PPE is stored in a secured location and available via security or the MOD as requested for distribution of needed/required PPE (Currently room 150 is accessible with the use of and EKEY, location subject to change).
 - 1. When requested items are requested.
 - 2. Person requesting items must be present.
 - 3. Log sheet must filled out when items are removed
 - 4. Secure the door and double check the door is secure

IV. Monitor Health and Safety Protocols

- A. Security will monitor all areas of the property to ensure health and safety protocols are being followed by guests, vendors, visitors, and employees.
 - 1. If guests, vendors, or visitors are not in compliance, explain the protocols, and ask them to follow protocols promptly. Noncompliance will result in being asked to leave or removed from the property.
 - 2. If a person is in noncompliance and refuses to leave, call the police.
 - 3. If employees are not in compliance, immediately notify the employee's manager and the security manager or MOD.

4. If a manager is not in compliance, immediately notify the security manager or MOD.
- B. When encountering an individual not in compliance
1. Maintain social distance of at least 6 feet
 2. Educate the persons of the social distancing policy of the hotel and CDC
 3. Ensure if a guest, they are using PPE while in public areas of the property
 4. Ensure if an employee or manager, they are using PPE at all times when on property, with the exception of a meal break.
 5. If the person does not have PPE (mask) have them leave the area until they put on PPE (a mask) or we can provide them with PPE (mask).
 6. Thank them for their cooperation.
 7. If an employee is not following the protocols, immediately inform the manager, security manager, or MOD after following steps A. 1 to 4 above.
- V. **Pool Use Protocols**
- A. Security will monitor the pool and adjacent grounds lounge areas to ensure social distancing and PPE protocols are followed.
1. Social Distancing and PPE guidelines must be followed on the pool deck with lounge chairs, the adjacent grounds, and when within the pool.
- VI. **Temperature Screening**
- A. All access to the hotel must be via the Parking Garage Entrance Gate, Hotel Front Entrance, or another designated location.
1. Only scheduled employees, arriving guests, patrons, contract workers, and vendors will be allowed on property.
 2. All persons accessing the property must have PPE (wearing a face mask).
 3. All persons will be screened each time they enter the property.
 4. Those arriving on buses or dropped off must be screened at the designated location.
 5. Kealaula contractors will enter via the back or front entrance and screened by Swinerton Management.
 6. Temperature monitor will be posted at designated location.
 7. PPE must be utilized by the monitor and arriving persons at all times.
Monitor: Mask, gloves, and eye protection Others: Mask
- B. All persons, employees, vendors, arriving guests, patrons must be screened before entering the property.
1. If they have a temperature reading of 100 degrees and/or are displaying symptoms to include a cough, shortness of breath, or other known symptoms, direct access to the property will not be allowed.
 2. After a waiting period of 15 minutes, a secondary screening will be conducted and if the reading has the same result of a temperature of 100 degrees or above:
 - Employee will be sent home and advised to seek medical attention.

- Others will be denied access to the property and advised to seek medical attention.
 - A detailed record of the event is to be logged with the details and action taken.
3. Guests who are currently registered and assigned a room, with a temperature reading of 100 degrees or above and/or who are coughing, have shortness of breath, or other known symptoms:
 4. After a waiting period of 15 minutes, a secondary screening will be conducted, and if they have a temperature reading of 100 degrees or more.
 - Direct them to a nearby clinic of their choosing
 - Direct them to the hospital.
 - Activate emergency medical services in the absence of the individual having personal transportation, or elevated symptoms.
 - If they refuse to go to a clinic or the hospital on their own, emergency medical services will be activated.
 - If the person is not in immediate medical distress and must retrieve personal items from the room, they must be escorted to their room by a security officer to retrieve personal items needed.
 - The room must be locked out while the guest and companions are off property being evaluated.
 5. The Housekeeping and Front Desk MOD will be notified of the situation and the current status of the room.
 6. Once the guest checks out of the room the room must be cleaned according to the sanitization guidelines recommended by the CDC.
 7. Detailed documentation of the situation will be completed by an on-duty security officer.

ENGINEERING AND LANDSCAPING - Health & Sanitation Protocols

I. Employee Guidelines

- A. Do not come to work if you are not feeling well. Contact your healthcare provider immediately and notify your supervisor.
- B. Wear a cloth face covering or mask to cover your mouth and nose.
- C. Avoid touching your eyes, nose and mouth with unwashed hands.
- D. Wash your hands with soap and water frequently before and after breaks, meetings, lunch or using the restroom. Wash for at least 20 seconds each time in accordance with CDC guidelines.
- E. Use hand sanitizer when entering and leaving your work area.

- F. Cover your nose and mouth with a tissue when coughing or sneezing and throw the tissue away after use. If a tissue isn't available, cough or sneeze into your elbow or sleeve, not your hands.
- G. Wear appropriate PPE as needed (mask, gloves, safety glasses).
- H. Practice 6-foot social distancing in your work area, break room and when entering and leaving the workplace.
- I. Wipe down frequently touched surfaces daily (tables, company phones, computers, keyboards, doorknobs, light switches, handles, countertops, faucet, sinks, toilets) using a disinfectant cleaner.
- J. Properly dispose of used masks and gloves.

II. Entering Guestrooms

- A. Before entering, make sure you are wearing a mask and gloves.
- B. Maintain 6-foot social distancing around guest(s) and/or coworkers.
- C. In the event that the guest is not practicing social distancing around you, politely ask the guest to give you the 6-foot distance that you need to safely perform your task.
- D. It is the responsibility of each Engineer/Landscaper to ensure that any surfaces that are touched when responding to work orders in the guestrooms are cleaned and disinfected prior to leaving.
- E. When finished with task, properly remove and dispose of used gloves.
- F. Wash your hands with soap and water for at least 20 seconds.

III. Entering Offices

- A. Before entering, make sure you are wearing a mask and gloves.
- B. Maintain 6-foot social distancing around coworkers.
- C. It is the responsibility of each Engineer/Landscaper to ensure that any surfaces that are touched when responding to work orders in the offices are cleaned and disinfected prior to leaving.
- D. When finished with task, properly remove and dispose of used gloves.
- E. Wash your hands with soap and water for at least 20 seconds.

IV. Working on Work Orders and Projects

- A. Before beginning work, gather the appropriate PPE needed for the job.
- B. Make sure you are wearing a mask.
- C. Maintain 6-foot social distancing around guest(s) and/or coworkers.

- D. It is the responsibility of each Engineer/Landscaper to ensure that any surfaces that are touched when responding to work orders in the guestrooms and offices are cleaned and disinfected prior to leaving.
- E. If gloves were used for the task, properly remove and dispose of used gloves.
- F. Wash your hands with soap and water for at least 20 seconds.

V. Vendors/Employees

- A. Everyone entering the Engineering Office, must wear a mask and adhere to all state or local health regulations and guidance.
- B. One person in Office at a time.
- C. Maintain 6-foot social distancing.
- D. Signs will be posted outside Engineering Office with guidelines.

'IMIPO'OKELA - Health & Sanitation Protocols

I. General Requirements

- A. Personal Protective Equipment (PPE): All employees are required to wear a mask upon entering the hotel property and while on property. This directive is in adherence to state or local health regulations and guidance.
- B. Cleaning and Sanitizing: All equipment will be sanitized before, during and after each shift or anytime the equipment has been utilized by employees or guests. This includes phones, computers, credit payment terminals, counter top and standard office supplies.
- C. Physical Distancing: Enforce six-foot physical distancing minimums throughout the property to meet or exceed state and local health authority guidelines. Reorganize work stations to provide appropriate six-foot distancing between employees. Absolutely no physical contact in the form of hugs, kisses, fist bumps, or handshakes will be allowed between guests and employees.
- D. Personal Hygiene: Correct hygiene and frequent handwashing (20 seconds) with soap is vital or use of hand sanitizer when sink is not available after any of the following activities: using restroom; eating; drinking; going on break; handling cash; sneezing; blowing nose; touching face and before and after shift. Monitor the hand sanitizing station to ensure adequate supply is maintained.
- E. Personal Health: Employees are encouraged to maintain a healthy lifestyle which includes a well-balanced diet, engaging in regular physical activity, and getting the proper amount of rest to ensure a strong immune system. Employees who are sick or experiencing symptoms should stay home, self-quarantine, and potentially seek medical attention.
- F. Queuing and Signage: To minimize person to person contact, queue will be clearly marked in front of transaction points for appropriate physical distancing for all guests. Signage to be posted reminding guests of health, hygiene and physical distancing protocols.
*Plexiglass barriers may be installed by engineering if deemed necessary.
- G. Transactions: The credit card reader will be offered to guests who prefer to use a card. Provide directions for use, and avoid handling guests' cards. Use alcohol spray, and wipe to sanitize the reader after each transaction. Sanitize hands every time after handling cash.

II. ‘Alihilani Guest Services

- A. Queuing and Signage: Agents to assist as lobby greeters implementing queuing procedures during peak check-out and check-ins.
- B. Vendor Health and Safety Guidelines: Require vendors to provide health and safety procedures for guest disclosure.
- C. Staffing: If necessary, staffing will be limited to two (2) agents.

III. Hale Ho‘okipa

- A. Lei Kukui Restraining: A new program will be introduced where return guests are invited to restring their own leis at designated times and stations. This will be overseen by an instructor and tools, table, chairs, and supplies will be sanitized after each class.
- B. Lei Kukui Ceremony: Limit the number of participants to six (6) traveling groups, and increase the ceremony performance to more than once an hour. Mark safe distances for guest participation and traveling partners will present lei to one another. Absolutely no physical contact in the form of hugs, kisses, or handshakes will be allowed between guests and employees.
- C. Class Registration and Instruction: Class registration will be done by computer only and class sizes will be reduced to a maximum of six (6) people. Classes will be done in presentation/demonstration format only to limit physical contact between guests. All equipment will be sanitized after each class.
*Class times may be condensed and offered more frequently to accommodate demand.
- D. Staffing: If necessary staffing will be limited to two (2) instructors, one to man the Hale Ho‘okipa, and one to conduct classes.
- E. Access: Guests will be prohibited from entering the Hale Ho‘okipa.

IV. Hale Huaka‘i

- A. Transactions and Queuing: The north-facing roll down will remain partially open during business hours for ventilation only. All transactions will be conducted from the station nearest the door. Have customers queue at the Lāna‘i side window, with the line extended to the sidewalk towards the south. Allow no more than 2 persons per party at the counter at one time.
- B. Rentals:
 - 1. Body Board and Sand Chair: The body board and sand chair bins will not be accessible to guests. They must remain out of reach until requested and paid for. Guests will not be able to pick and choose. We will restrict access to the north-facing side of the Hale (near temporary SUP rack, and use that as our distribution point. Place body board and sand chair bins near the SUP rack. Do not allow guests access to that area. They are not allowed to touch any gear before completion of transaction.
 - 2. Cabanas and Lounge Chairs: We will no longer offer water refills for cabana rentals. We may now offer 2 bottles per person, per day rental. After each use all hard surfaces of sand chairs, lounge chairs, and cabanas must be sprayed and wiped down with sanitizer.
 - 3. Snorkel and SUP: When issuing gear, instruct guests to return used equipment directly to the gray soak bin. Do not allow any items on the counter. Physical distancing will be maintained when issuing gear, providing instructions, or teaching

lessons. Guests cannot use a face mask on a SUP. A wet mask is impossible to breath through.

4. Tours: Until further notice, we will be eliminating multiple parties on our tours. All tours will be sold as private tours. Physical distancing will be impossible on a canoe or Raptor borne snorkel trips. Pricing is yet to be determined.

C. Cleaning and Sanitizing: At the beginning and end of each day, make sure snorkel gear rinse bins are at least $\frac{3}{4}$ full. Water must be changed every other day – or as needed - with 1/3 cup of bleach. Maintain a log, to include date of water change, and signature of person accomplishing task. All snorkel gear must soak in bleach solution for no less than 8 minutes. Inspect each mask and snorkel for sunscreen residue, clean thoroughly with Dawn dishwashing detergent, and let soak for 8 minutes. PFDs must also be immersed in bleach solution. Another tub will be used to soak SUP and Wa‘a paddles after each use. Wash hands after cleaning or restocking of gear. Make sure there are enough cabana cushion covers for the day. At the end of each day, inform housekeeping if we will need more covers laundered and ready for the next morning.

D. Staffing: If necessary, staffing will be limited to two (2) employees in the sales area of the Hale Huaka‘i at a time.

E. Emergency and Medical Response: In the event of a Code Blue, basic life support is critical. When possible, don PPE (gloves and mask) every time medical assistance is required. Once the patient is removed from danger (shorebreak), no more than two Beach Alaka‘i shall continue to assist (if possible, reduce to one BA). If chest compressions are needed encourage any capable family members to initiate compressions while you prepare yourself with an N95 mask and a face shield. Take turns administering compressions with the family member. If no one is available to assist, one BA shall quickly don his face mask, while the other retrieves a N95 mask, face shield, and the Bag Valve Mask (BVM) with oxygen tank. Place BVM on patient and turn O2 tank to full open. Person at head of patient will hold N95 over BVM, and monitor for expulsion of water or other material. For EMS refernce, ask patient’s family if the patient had previously tested positive forCovid-19. Inform first responders immediately upon their arrival.

RETAIL OPERATIONS - Health & Sanitation Protocols

I. New Signage

- A. FOR YOUR SAFETY AND OURS, IT'S IMPORTANT WE ALL COMPLY WITH CDC GUIDELINES.
- B. Face mask/shield must be worn upon entry to store – no mask/no entry
- C. For the health and safety of our customers and retail clerk, please practice social distancing in our store.
- D. Social Distancing – Please leave at least 6 feet between yourself and others while you’re at the register and anywhere else throughout Maui Breeze or the Deli Corner.
- E. Our retail clerks are committed to working routinely to keep the retails stores sanitized for you.

- II. **Install Plexiglass Barriers between Cashier and Guest**
- III. **Maui Breeze**
 - A. Dressing room - Keep locked – apologize for the inconvenience and explain that “trying on” clothing is prohibited at this time.
 - B. All Sales Final – No Returns
 - C. For clothing there are no exchanges (sizes/colors/designs).
- IV. **Floor Signs for Checkout**
 - A. Place markers on floor of each store for 6’ apart for social distancing and create a line for checkout only using stanchions and signage.
- V. **Deli Corner**
 - A. Have clerk pour coffee and hand out condiments to each customer from behind the register and terminate coffee self-service.
 - B. Microwave will be relocated next to cashier, behind counter. Only the cashier will have access to the microwave.
 - C. All retail clerks must wear a face mask and gloves.
 - D. Continuously sanitize frequent touch areas in both stores.

SALES AND MARKETING - Health & Sanitation Protocols

- I. **Inside the Office**
 - A. Social Distancing
 - 1. Physical distancing protocols will be used in the office to ensure appropriate distancing between employees.
 - 2. Employees are seated six feet apart to adhere to physical distancing guidelines.
 - B. Hand Washing
 - 1. All Sales and Marketing employees are asked to frequently wash their hands or use sanitizer when a sink is not available. This should be done before and after starting their shift and entering and leaving the office. This is also recommended after the following activities: using the restroom, sneezing, blowing the nose, smoking, going on break.
 - C. PPE
 - 1. All Sales and Marketing employees are asked to wear face masks in public spaces outside of office. If an employee does not have a face mask, a disposable or a cotton mask will be provided to them by the hotel.
 - 2. Gloves are not required by the Sales and Marketing department. If gloves are needed, they will be provided by the hotel.
 - D. Employees will use cleaning wipes in high touch office areas twice a day. These areas include door handles, desk areas (computer equipment, phones, desk space, personal chairs), water dispenser and refrigerator. This can be done at any time of the day but is recommended at the start and end of shift.

- E. Employees should clean and sanitize the Sales and Marketing hand truck before and after use.
- F. Employees may be scanned for temperatures prior to the start of shift. If an employee is deemed to have an elevated temperature, they will be sent home for the day and may be asked to seek medical attention. Definitive protocols for this will be established by the security team.
- G. Any Sales and Marketing equipment that is used by an outside department must be logged (person who used it, time, date and purpose). This equipment must be sanitized and wiped down before and after use.

II. **Outside the Office**

- A. Meeting with vendors and partners will be conducted outside of the office. Pending the number of people in the group, smaller groups may be formed to allow for social distancing.
 - 1. Vendors and partners are asked to wear masks prior to arrival of the hotel.
 - 2. If meeting spaces are needed, please contact Food & Beverage to reserve spaces available. Food & Beverage social distancing guidelines will be executed.
- B. Famils will be conducted where social distancing can be practiced. Virtual site inspections may also be done if necessary via video chatting platforms like Zoom. If famils are conducted in person, the following protocols will be implemented:
 - 1. Guests will be asked to wear a mask prior to arrival to the hotel as well as when walking around the property.
 - 2. When showing guest rooms to travel agents/partners, a limit of four people will be allowed in the room at one time. This number is inclusive of the Sales and Marketing staff.
 - 3. Famils may be broken up into smaller groups to ensure the appropriate physical distancing. This includes site tours, Hawaiian activities and any Food & Beverage group reservations.
- C. Face masks should be worn prior to entering and leaving the Sales and Marketing office.

III. **Traveling for Business**

- A. The Sales and Marketing staff will get pre-authorization by the DOSM and General Manager before booking any international travel and consult any US State Department travel advisories. For any domestic travel, the Sales and Marketing staff should review health protocols and final destination State Dept of Health protocols.
- B. The Sales and Marketing staff will follow CDC and airline specific health and safety guidelines when traveling for business.
- C. Face masks and/or face coverings should be worn where dictated by the local health authorities.
- D. Employee should monitor their health as well as the health of their traveling parties on the road. Should any employee have a fever, cough, shortness of breath or other known symptoms of COVID-19, they must contact the DOSM and follow safety protocols set forth by the accommodations they are staying at. This may include isolation in their guest room, thermal testing, relocation to another portion of the property or may be escorted to the hospital or health care facility for medical clearance.
- E. Upon returning to Maui from domestic or international travel, employee will take their temperature at home and monitor for any sickness. Self-isolation guidelines will follow state and Department of Health guidelines unless otherwise specified by the Hotel. If employee a

temperature of more than 100.4 degrees, coughing, shortness of breath or any other known COVID-19 symptoms, they must stay home and seek medical attention immediately. They will not be allowed back on property until medically cleared.

CULINARY AND FOOD & BEVERAGE- Health & Sanitation Protocols

I. Employee & Guest Health

- A. Physical Distancing: Restaurant tables, and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All resort outlets will comply with, or exceed, local or state mandated occupancy limits.
- B. Hand Sanitizer: Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as restaurant entrances, meeting spaces. Hand lotion will be provided throughout the back of house (in touchless dispensers) for employees.
- C. Front of House Signage: There will be health and hygiene reminders throughout the property.
- D. Back of House Signage: Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.
- E. Employee & Guest Health Concerns: Employees are instructed to stay home if they do not feel well and are instructed to contact security if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19.

VI. Employee's Responsibilities

- A. Hand Washing: Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20 seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on break and before or after starting a shift.
- B. COVID-19 Training: All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Food & Beverage.
- C. Personal Protective Equipment (PPE): Appropriate PPE will be worn by all employees 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 will be mandatory. Every employee entering the resort will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them in direct contact with guests.

Locations for the Distribution of Personal Protection Equipment (PPE)

Front of the House

Back of the House

All Resort Entrances & Exits
Department Specific Locations

Employee Entrances
Department Specific Locations
Including Kitchens

D. Daily Pre-Shift & Timekeeping: Employee pre-shift meetings will be conducted in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

E. Back of the House: The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, employee restrooms, loading docks, offices, kitchens.

F. Shared Equipment: Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort.

G. Air Filter and HVAC Cleaning: The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

VII. Physical Distancing

A. Queuing: Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes coffee shops and casual dining.

B. Restaurants and Bars: Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests.

C. Meeting Spaces: Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC4 and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

D. Back of House: Physical distancing protocols will be used in the employee dining rooms, kitchen and training classrooms.

VIII. Restaurant & Bar Cleaning and Sanitizing Protocols

A. Host Podiums including all associated equipment to be sanitized at least once per hour

B. Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager

C. POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use

D. Dining tables, bar tops, stools and chairs to be sanitized after each use

E. Condiments to be served in single use containers (either disposable or washed after each use)

F. Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use

G. Sanitize trays (all types) and tray stands sanitized after each use

- H. Storage containers to be sanitized before and after each use
- I. Food preparation stations to be sanitized at least once per hour
- J. Kitchens to be sanitized at least once per day
- K. Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)

IX. Restaurant & Bar Physical Distancing

- A. Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- B. Peak period queuing procedures to be implemented when guests are not able to be immediately seated
- C. Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
- D. Reduce bar stool count to provide appropriate physical distancing
- E. Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced

X. Restaurant & Bar Guest Considerations

- A. All self-serve condiments and utensils to be removed and available from cashiers or servers
- B. All straws to be wrapped
- C. Napkin service to be suspended until further notice (no placing in a guest's lap or refolding)
- D. Remove self-serve grab and go offerings; available from fountain workers only
- E. All food and beverage items to be placed on the table instead of handed directly to a guest

XI. Additional Employee Dining Room Protocols

- A. No self-serve food available
- B. Food to be served by cooks and line attendants
- C. Single use cups for beverage (no refills)
- D. Prepackaged plastic flatware
- E. Trays and plates to be distributed by attendants
- F. Extension of sneeze guards

XII. Catering & Banquets Cleaning and Sanitizing Protocols

- A. All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized
- B. All linen, including underlays, to be replaced after each use
- C. Clean and soiled linens to be transported in sealed single-use plastic bags into and out of the meeting rooms

XIII. Catering & Banquets Physical Distancing Protocol

- A. All buffet and self-serve style events to be suspended until further notice
- B. All food and beverage items to be individually plated and served

- C. Coffee and other break items to be attended and served by a server
- D. Flatware to be provided as a roll-up
- E. Condiments to be served in individual PCs or sanitized individual containers
- F. Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows CDC guidelines.

XIV. Catering & Banquets Guest Considerations

- A. Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
- B. Develop physically distanced floor plans for Banquet events

IT DEPARTMENT - Health & Sanitation Protocols

I. Standard Room Protocols

- A. No beverages or food inside the server room
- B. Unpacking and uncrating equipment inside the computer room is prohibited
- C. Any tools and/or material brought in the server room by vendors or employees should be reasonably clean and contaminant free.
- D. Do not store paper, cardboard, or similar supplies on the server room.
- E. Consider contamination control mats.

II. Cleaning & Sanitizing Protocol

- A. IT Manager/Security Officer(s) to sanitize door handles, server racks, light switches and other touched surfaces upon entry/exit.
- B. Employees/Vendors must sanitize their hands upon exit and entry.
- C. Employee IT equipment and workspaces are to be sanitized at least once every four hours, the end of shift, or upon a new employee using the equipment.
- D. Establish and maintain monthly cleaning and A/C filter replacement (to be performed by Engineering).

III. Physical Distancing Protocol

- A. Maximum two vendors at a time in the server room.
- B. Enforce six-foot physical distancing whenever possible.

IV. Guest/Vendor Considerations

- A. All vendors performing tasks in the server room must wear a mask.
- B. All security officers accompanying vendors must wear masks and must remind vendors to sanitizer their hands prior to entering the IT Office.

RESERVATIONS DEPARTMENT - Health & Sanitation Protocols

I. Cleaning & Sanitizing Protocol

- A. Hand sanitizer, disinfecting wipes, disposable gloves, and hand soap will be made available for employee use while on duty.
- B. Face masks are mandatory and must be worn while on property.
- C. Face masks will be provided for employee's use if they do not have a personal face mask.
- D. All employees must sanitize their hands prior to leaving and when entering the office.
- E. A/C and Humidifier Filters to be placed on a regular schedule for replacement every X weeks/month.
- F. All employees must sanitize shared equipment before and after each use. Equipment including but not limited to: Time clock, printers, copier machine, staplers, water dispenser & spout, and A/C unit temperature control panel.
- G. All employees must sanitize high touch spaces before and after each use including but not limited to: door handles, file cabinets, light switches, and water dispenser.
- H. All employees must sanitize their own work/desk area at the start and end of their shift including but not limited to: Desk, computer, monitor, keyboard, mouse, EMV credit card device, telephone, calculator, tape dispensers, staplers.
- I. All employees must sanitize their hands before/after all meal & restroom breaks.
- J. Spray sanitizing spray on desk chair and chair mat at start and end-of-shift daily.
- K. Carpet sanitization to be completed by housekeeping on a regular/scheduled basis.

II. Cleaning & Sanitizing / OFFICE:

- A. Shared employee refrigerators to store lunches will continue to be available for employee use. To avoid contamination, all food items must be placed in a container with lids (to avoid any spills). All lunch containers must be marked with employee's name.
- B. Employees are required to take their lunch containers home at end-of-shift. Employee refrigerator must be emptied and wiped down at end-of-day by last shift member.
- C. Shared employee microwave must be sanitized before / after every use. Wipe down in the following sequence: Interior (top, sides, door glass and bottom including rotating glass tray). Wipe microwave buttons, door handles and outside of glass door.
- D. Shared coffee machine and hot water kettle use will be discontinued until further notice. Hot water is available through water dispenser.

III. Physical Distancing Protocol

- A. Face masks must be used when speaking face-to-face with another individual and six-foot physical distancing protocol must be adhered to.
- B. Meetings inside the office must follow CDC guidelines of six-foot physical distancing and a total of less than 10 people. For group meetings greater than 3, meeting must take place outside the office where six-foot physical distancing can be followed.
- C. Guests / visitors are not allowed to come into the office due to limited space and to effectively practice social distancing.

IV. Guest/Vendor and Employee Considerations

- A. Health and hygiene reminders will be posted to explain and remind employees of current procedures; including the proper way to wear, handle and dispose of masks, wash hands, sneeze, and to avoid touching their faces.
- B. Temperature checks – TBA.
- C. No guest contact to take place in the office.
- D. All vendors performing tasks in the Reservations Office must wear a mask.
- E. Employees are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19.
- F. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to notify their manager (employee) or hotel security (guests).

V. Employee Responsibilities

- A. Hand Washing – Correct hygiene and frequent handwashing with soap is vital to help combat the spread of viruses. All employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20 seconds) or immediately after any of the following activities: Using the restroom, sneezing, touching of face, blowing of nose, cleaning, sweeping, mopping, eating, drinking, entering/exiting office, before/after lunch break and before/after their shift.
- B. Personal Protective Equipment (PPE) – Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations. Every employee will be provided with a mask and is required to wear that mask while on property. PPE should be disposed in designated hazardous waste containers.
- C. Sick - Employees are instructed to stay home if they do not feel well. Employee to follow standard sick call protocols in notifying management.

VI. Reservations Restroom Cleaning & Sanitizing Protocols

- A. Every Use: Use disposable gloves. To avoid glove contamination; proceed to sanitize area in this sequence: Wipe down faucet, handles & sink first. Wipe toilet handle and toilet seat.
- B. Every Use: Spray sanitizing spray before exiting bathroom.
- C. Light and ceiling fan vent to remain ON during business hours.

- D. Disposable gloves are to be used when sweeping or mopping bathroom floor. Cleaning to be conducted every morning, noon and end-of-day.
- E. To avoid glove contamination; proceed to sanitize area in this sequence: Wipe down bathroom sink, counter, rails, mirror and toilet.

VII. Communication of Information to Arrivals

- A. Ask Spectrum to temporarily disable access code requirements for Wifi.
- B. Require guest folio's to be sent via Email only.
- C. Convert (if possible) all arrival/departure info via Automated email in Guestfolio or via Letter attachment in SMS|Host
- D. No physical rates or brochures; information to be provided digitally via email.
- E. All hotel confirmation letters to be provided in digital format via email.

HUMAN RESOURCES - Health & Sanitation Protocols

I. Employee Communication & Enforcement

- A. Communicate and post clearly defined expectations of all employees which will require following CDC Protective Measures:
 1. Washing hands frequently with soap and water for at least 20 seconds.
 2. Avoiding close contact by putting distance between each other.
 3. Cleaning and disinfecting by continually practicing good hygiene and using hand sanitizer.
 4. Avoid touching face.
 5. Employees who show signs of illness will be asked to stay at home, seek medical advice and/or treatment, and advised to follow CDC and State Health Department guidelines.

II. Employee Support and Protocols

- A. Having available a supply of personal protective equipment (PPE) for employees including masks and gloves.
- B. Temperature screening will be conducted for all employees upon entrance to property.
- C. Assisting with self-quarantine for employees that develop symptoms while at work and adhere to the guidelines established by the State's Department of Health and the Center for Disease Control.
- D. Implementing contact tracing protocols.
- E. Evaluate temporarily assigning employees who are at high risk for COVID 19 and high public contact to duties that don't involve close contact with the public. If reassignment of work is not possible, evaluate leave policies that may be applicable. High risk includes employees who are over age 60, have underlying health conditions, or are pregnant.

III. Employee Activities, Trainings, Meetings, Functions

A. All company sponsored activities and events will comply with CDC protective measures to assure that social distancing is being maintained, masks are worn, proper food and beverage protocols are being followed.

IV. Physical Distancing

A. Everyone that enters the HR office must be wearing a mask and adhere to all state or local health regulations and guidance.

B. Clearly defined lines/signs will be posted on the outside of the HR office and be marked on the floor of the inside waiting area.

C. One employee at a time (maximum of two employees) will be allowed in the waiting area.

D. Employees are to maintain a separation of six feet or more while in the waiting area or any other area in the office.

E. Personal items will not be handled by anyone other than the owner of the item (i.e. cellphones)

V. Cleaning and Sanitizing

A. Doorknobs, desktops, and chairs in the waiting area will be sanitized before, during, and after each workday (or after each use).

B. Workstations and equipment to be sanitized before, during, and after each workday (or after each use).

C. Frequent handwashing or using hand sanitizer throughout the day, especially if a sink is not readily available.

D. Water cooler to be sanitized after each use.

VI. HR Forms/Paperwork Submittals

A. We encourage emailing all paperwork for HR to process instead of hard copies (leave request forms, change of address forms, personal information change forms, etc.).

VII. HR Employment Applications

A. All applicants are encouraged to use KBH website to complete applications for open positions. Hardcopy employment applications are available; however, they must be taken home to complete.

VIII. HR New Hire Onboarding

- A. Newly hired employees are to be scheduled ahead of time for onboarding.
- B. Managers will be notified of the onboarding date and will be responsible to contact the newly hired employee to discuss scheduling.
- C. Uniforms will be coordinated with Housekeeping Department prior to onboarding to be sure adequate sizes are available to minimize person to person contact. New hire will go to the Housekeeping Department when uniforms are available for fitting.
- D. Masks are to be worn during the entire duration of the onboarding process.
- E. Onboarding forms are to be completed online using the HR laptop.
- F. Appropriate physical distancing is to be followed.

EXECUTIVE OFFICE - Health & Sanitation Protocols**IV. Inside the Office**

- A. Social Distancing
 - 1. Physical distancing protocols will be used in the office to ensure appropriate distancing between employees.
 - a) Everyone who enters the Executive Office must be wearing a mask and adhere to all state or local health regulations and guidance.
 - 2. Employees are seated six feet apart to adhere to physical distancing guidelines.
- B. Hand Washing
 - 1. All employees are asked to frequently wash their hands or use sanitizer when a sink is not available. This should be done before and after starting their shift and entering and leaving the office. This is also recommended after the following activities: using the restroom, sneezing, blowing the nose, smoking, going on break.
- C. PPE
 - 1. All employees are asked to wear face masks in public spaces outside of office. If an employee does not have a face mask, a disposable or a cotton mask will be provided to them by the hotel.
 - 2. Gloves are not required. If gloves are needed, they will be provided by the hotel.
- D. Employees will use disinfectant cleaner in high touch office areas twice a day. These areas include door handles, desk areas (computer equipment, phones, desk space, personal chairs), water dispenser and refrigerator. This can be done at any time of the day but is recommended at the start and end of shift.
- E. Employees may be scanned for temperatures prior to the start of shift. If an employee is deemed to have an elevated temperature, they will be sent home for the day and may be

asked to seek medical attention. Definitive protocols for this will be established by the security team.

ACCOUNTING & PURCHASING OFFICE – Health & Sanitation Protocols

I. Inside the Accounting & Purchasing Office

A. Social Distancing

1. Minimum of six feet physical distancing between employee's workstations.
2. Everyone who enters the Accounting or Purchasing Office must wear a face mask and adhere to the six feet social distancing.

B. Hand Washing

1. All employees are required to frequently wash their hands or use hand sanitizer that contains at least 60% alcohol. This should be done before and after their shift and anytime they return to their respective office.

C. Personal Protective Equipment (PPE)

1. All employees are required to use a face mask in public areas and in the office if social distancing cannot be adhered to. Hotel to provide face mask upon request from employee.
2. Gloves to be provided to employees (General Cashier) at employees request when handling cash.

D. General Cleaning

1. Employees to disinfect high touch areas in the office two times a day.

E. Purchasing Deliveries

1. Employees will be required to wear a face mask when accepting a delivery from an outside vendor or dropping off a delivery to a department.
2. Will require 3rd party vendors to always wear a face mask and adhere to social distancing as much as possible.