

Castle Resorts – Hilo Hawaiian Hotel

COVID-19 Health and Safety Plan

EMPLOYEE CONSIDERATIONS

SCREENING, TEMPERATURE CHECKS AND EMPLOYEE TRAINING

We will implement employee self-screening measures to assess signs and symptoms of infection and the possibility of recent exposure to someone infected with the virus. Employees will go through temperature checks before entering a property prior to their shift. Employees will also be asked to answer a series of screening questions about any current symptoms and recent exposure to COVID-19-infected individuals.

- Notify your immediate supervisor if you or anyone in your household experienced flu-like symptoms in the last 14 days.
- Notify your immediate supervisor if you or anyone in your household recently traveled to a country/state/county/region/province with known COVID-19 transmission.
- Notify your immediate supervisor if you have any reason to believe you or anyone in your household has been exposed to or acquired COVID-19.
- Notify your immediate supervisor if to the best of your knowledge, you have been near any individual who tested positive for COVID-19.

Employees that reported any of the above, or do not feel well, or who reside with an infected individual will not be allowed to work on property.

- If an employee is sick, they should follow CDC guidelines
 - Stay home
 - Self-isolate in the home
 - Rest, hydrate and take OTC medications
 - Contact a doctor if shortness of breath is apparent
 - Monitor all symptoms to report to personal physician
 - Make sure to call doctor before seeking medical care
- Employees should remain home if:
 - They have a temperature greater than 100.4 F
 - They have COVID-19-like symptoms
 - They have flu-like symptoms (i.e., fever plus cough or sore throat)

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Employees will be provided and required to wear an approved mask when on property. We will

strongly encourage our guests to wear masks in public areas and will offer masks to any guests who need one, free of charge, upon check-in. We will also have face masks available for sale to take home as souvenirs. Masks will continue to be worn in accordance with any state or local directives.

Employees who previously used gloves for their work will continue to do so, such as food handlers and cleaning personnel. Other employees will wear gloves if they work in areas where they will be touching soiled linen.

Employees that need to enter a guest room will wear gloves; before entering the next room and after finishing work in the room, employees will remove gloves and wash hands with soap and water for at least 20 seconds. If soap and water are not available, employees can use an alcohol-based hand sanitizer that contains at least 60% alcohol.

Employees will receive comprehensive training on the following topics:

- Health and safety protocols, on proper wearing of personal protective equipment (PPE)
- Reinforced training on the importance of handwashing, cleaning, and physical distancing guidelines.
- How to work (with aloha) with guests who are, or may be, infected with COVID-19 or similar.

SANITIZING AND DISINFECTING

Employees will wash their hands with soap and water for at least 20 seconds at the start and end of their work shift, during shift breaks, and before and after using gloves if applicable. If soap and water are not available, employees can use an alcohol-based hand sanitizer that contains at least 60% alcohol.

Hand sanitizing or handwashing stations will be placed at key employee contact areas such as Employee Dining Room or Locker Room.

Signage will be posted throughout the property reminding employees of the proper way to wash hands, sneeze and to avoid touching their faces.

Prior to starting a job, employees will clean/disinfect commonly touched surfaces and tools with an EPA approved disinfectant.

All employees will receive training (either virtually or through appropriate physical distancing) on COVID-19 safety and sanitation protocols; department specific procedures and training will also be provided.

GUEST CONSIDERATIONS

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Guests will be strongly encouraged to wear masks in all public areas. Guests may be required to wear masks when appropriate physical distancing or barriers cannot be maintained. Masks will continue to be

worn in accordance with any state or local directives.

PHYSICAL DISTANCING PROTOCOL

Guests will be asked to practice physical distancing (standing at least 6 feet apart) from other guests while moving around the property.

Guests will be asked to maintain 6 feet of separation while waiting in line at hotel lobby, bell desk, concierge desk, waiting for elevators, etc. Departments will place markers on the floor to indicate proper spacing.

HANDWASHING AND ENHANCED SANITIZATION

Handwashing stations, with soap and water, and hand sanitizing stations will be readily available with a visible presence maintained throughout the property. Signage will be installed throughout the properties to guide and remind guests of the importance of proper handwashing protocols.

GENERAL CONSIDERATIONS

CLEANING STANDARDS

We have already increased the amount of routine cleaning, with a focus on high-touch surfaces in common-areas. We will continue using proven cleaning products in accordance with EPA guidelines for coronaviruses, bacteria, and other infectious pathogens. Electrostatic sprayers will be used to allow us to apply disinfectant more efficiently.

Cleaning will focus on high touch point areas for high frequency sanitation (e.g., door handles, light switches, elevator buttons, countertops, basins, toilets, urinals, faucets, restroom stalls and stall doors, lobby check-in desk, hallways).

High touch surfaces will be cleaned and disinfected regularly, with a more frequent focus on the bathrooms.

Self-service machines available to the public (ATMs) will be cleaned regularly with disinfectant that is approved by the EPA for use against the virus that causes COVID-19.

Counters and card terminals will be cleaned regularly with EPA-approved disinfectant.

The frequency of cleaning and disinfecting in high traffic back of house areas will be increased with an emphasis on the employee dining rooms, employee entrances, employee locker rooms, employee restrooms, loading docks, offices, and kitchens.

Employees will be trained on proper cleaning and disinfection protocols for corridors and housekeeping lockers (carts, chutes, cleaning equipment, linen storage, elevators, hallway touch points).

PHYSICAL DISTANCING

When physical distancing guidelines cannot be maintained (e.g., point of sale transactions), reasonable mitigating protocols will be implemented, such as plexiglass barriers. Plexiglass barriers may be installed in areas where appropriate for the safety of our guests and employees. Signage will be installed throughout our properties to help guide employees and guests on how to safely practice physical distancing.

Physical layouts will be arranged to provide for appropriate distancing (in restaurants, lobby) where feasible.

Signage will be posted in high traffic areas to remind guests of distancing protocols and other safety practices.

Restaurants and bars will reduce seating capacities to allow for a minimum of 6 feet between each seated group (parties who dine together will be allowed to sit near each other).

INCIDENT RESPONSE PROTOCOLS

We have many protocols in place that are aimed at reducing the chance the infection will spread at our properties. In the unfortunate event a guest or employee appears to have flu-like symptoms, we will activate incident response protocols to ensure the infected individual has access to medical treatment, exposed areas are thoroughly sanitized and, when possible, notify those who may have come in close, prolonged contact with the infected individual.

Employees will receive clear instructions on how to respond appropriately to potential cases of coronavirus infection on property, in accordance with local guidelines, and how to provide full support to guests in addressing health concerns.

ENHANCEMENTS

GUEST ROOMS

We want our guests to have confidence when they check into a room, that it has been cleaned and disinfected using the latest in technology and most potent, but safe, solutions.

Our standards and protocols will include:

- Minimizing the number and frequency of employees entering guest rooms during their stay to protect both our guests and employees.
- A guest room rotation plan that allows enough time for proper air circulation after guests check out. Early information from the CDC, the National Institutes of Health, and other study partners suggests that SARS-CoV-2 can survive on certain types of surfaces, such as plastic and stainless steel, for 2-3 days. CDC guidelines suggest a wait period of 24 hours or as long as practical before beginning cleaning and disinfection. Each property may have slightly different

policies due to its particular needs and nuances, and the wait period may be adjusted accordingly.

- Changing of linens and towels only at checkout unless guest requests for them to be changed earlier.
- Guestroom Attendants will wear masks and gloves while cleaning each room and washing hands and changing gloves between each guest room.
- Removal of most collateral, like pens and paper from all rooms and making them only available upon guest request.
- Personal-sized hand sanitizers will be in each guest room for their convenience.
- Bath amenities will be treated as single use; unused bottles removed, and all bath amenities replaced upon checkout.
- Condiments and seasonings will be treated as single use; unused bottles removed, and all condiments and seasonings replaced upon checkout.
- Training on cleaning and disinfection for Guestroom Attendants, with an emphasis on sequence of service and allowing required dwell times for all disinfectant solutions to effectively kill the virus.

FRONT DESK & FRONT SERVICES

Guests will be offered the option of having their itineraries and folios sent through email, instead of printing and handing hard copies.

Our employees will sanitize credit card terminals and other touch points regularly.

Luggage and amenities will be delivered to or picked-up from the guest room door where feasible. Bell persons who must enter a guest room will wear gloves and dispose of the gloves before entering another room.

Employees will be trained on cleaning and disinfection protocols for corridors, storage rooms, bell carts, and other related equipment.

Guests requiring special assistance with disability related needs, such as parking or checking in, will be provided service in line.

FOOD & BEVERAGE ENHANCEMENTS

We will suspend self-service buffet-style food service until further notice. Employees will be required to serve guests.

We will provide more pre-packaged food options for guests.

We will provide additional handwashing stations with signage at restaurant entrances for customers.

We will clean and disinfect all high touch point and eating areas with an EPA-approved disinfectant.

Dining tables (including those in Employee Dining Rooms) and barstools will be placed at least 6 feet apart to allow for proper physical distancing.

Delivery of in-room dining service orders in disposable packaging. Orders left at the guest's door to avoid direct contact.

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