

SHERATON LAGUNA GUAM RESORT

Date Created: July 18, 2020

Signed by:

A handwritten signature in blue ink, consisting of several loops and flourishes, positioned above a solid black horizontal line.

Nobuyuki Tsurui, General Manager

Policy Purpose

This policy applies to all employees and includes the measures we are actively taking to mitigate the spread of COVID-19. All employees are mandated to follow all these rules diligently in order to sustain a healthy and safe workplace in this unique environment. It is important that we all respond responsibly and transparently to these health precautions. We assure you that we will always treat your private health and personal data with high confidentiality and sensitivity.

This policy is susceptible to changes with the introduction of additional governmental guidelines, which will be updated as soon as changes must be made.

Policy Elements

There are required precautionary measures that all employees should take to protect everyone in the workplace from a potential COVID-19 infection. Employees who appear to have symptoms upon arrival at work or who become sick during the day should immediately be separated from other employees, guests, and visitors, and sent home.

Employees who are sick or who have any of the following symptoms should notify their supervisor and stay home:

Fever	Sore throat
Cough	Runny nose
Shortness of breath	Headache
Loss of taste and/or smell	Muscle ache
Chills	Gastrointestinal symptoms

Precautionary measures at home that sick employees should follow to help prevent the spread of COVID-19:

- Take care of yourself. Get rest and stay hydrated. Take over-the-counter medicines, such as acetaminophen, to help you feel better.
- Stay in touch with health care provider. Call before you get medical care. Be sure to get care if you have trouble breathing, or have any other emergency warning signs, or if you think it is an emergency.
- Monitor your symptoms. Symptoms of COVID-19 include fever, cough, or other symptoms. Follow care instructions from your healthcare provider and Department of Public Health & Social Services (DPHSS). DPHSS may give instructions on checking your symptoms and reporting information.
- Look for emergency warning signs for COVID-19. Seek emergency medical care immediately:
 - Trouble breathing
 - Persistent pain or pressure in the chest
 - New confusion
 - Inability to wake or stay awake
 - Bluish lips or face

This list does not contain all possible symptoms. Please call your healthcare provider for any other symptoms that are severe or concerning to you. Call 911 or call ahead to your local emergency facility and notify the operator that you are seeking care if you think you have COVID-19.

Employees should not return to work until they have met the criteria to discontinue home isolation and have consulted with a healthcare provider. Additionally, employees must stay home and follow instructions from healthcare provider or DPHSS:

- If employee suspects or knows he or she has COVID-19, or tested positive for COVID-19
- If employee had close contact with someone diagnosed with COVID-19
- If employee has recently traveled

In the situations above, employee should try, if possible, to contact immediate supervisor to report his or her situation. Employee must provide a medical clearance prior to returning to work.

Employees with conditions that weaken their immune system might need to stay home and talk to healthcare provider for more information. Testing may be recommended by healthcare provider. If employee is a parent and must stay at home with children, employee should follow up with immediate supervisor or manager to make arrangements and set expectations. If employee needs to provide care to a family member infected by COVID-19, employee will only be permitted to return to the workplace 14 calendar days after family member has fully recovered.

Health Screening Process

Effective immediately, all employees reporting to work will be screened for respiratory symptoms and have their body temperature taken as a precautionary measure to reduce the spread of COVID-19. Employees must enter the Hotel at the Security access upon arrival at work and prior to entering any other areas of Sheraton Laguna Guam Resort property.

All employees will be screened privately by Security using a touchless forehead thermometer. An employee who has a fever at or above 100.4 degrees Fahrenheit or who is experiencing coughing or shortness of breath must be sent home. The employee should monitor symptoms and call health care provider if concerned about the symptoms. Employee sent home must only be able to return to work with a medical clearance.

Social Distancing (*Refer also to Departmental Guidance*)

By placing some simple controls in place, we can create distancing in the workplace:

- Guest greetings will be modified to a nod, wave, or a bow, while continuing to ensure guest needs are met.
- Always stay 6 feet away from others at your workstations, locker rooms, restrooms, employee cafeteria, elevators, parking lot, etc.
- Departments must stagger work shifts if possible or place shields where needed.
- Wherever possible, use drop boxes. Limit number of people in each workspace.

- Social distancing measures for Restaurants and Bars:
 - Plastic shields, barriers, and sneeze guards are in place.
 - Limit seating capacity to allow for 6 feet social distancing.
 - No offerings of self-serve food options.
 - Physical guides on the floor to ensure that the guests are queuing at least 6 feet apart while waiting in line.

Meetings:

- Eliminate all unnecessary group meetings or gatherings.
- Utilize Skype, Zoom, or Teams/WebEx for internal office meetings to eliminate personal contact.
- When meetings must happen provide a space that allows for adequate space between people and for movement in the space.
- To reduce meetings or gathering, implement alternative means for people to obtain needed information:
 - White boards in the workplace with critical information posted
 - Printed instructions delivered to workstations
 - Mailboxes for drop-off/pick up of paperwork

Employee cafeteria or break rooms:

- Alternate break and lunch times to reduce the number of people and meet the restaurant social distancing protocols. Protocols applicable to Restaurants & Bars must be followed.
- Remove chairs to create more space between people and to comply with social distancing.
- Open additional space for breaks to allow for more room with less people.
- Ask employees to eat at their desks or work areas to maintain a healthy distance from co-workers.

Practicing Good Hygiene (*Refer also to Departmental Guidance*)

- Wash hands frequently with soap and warm water for at least 20 minutes and always dispose of tissues or paper towels in no-touch trash receptacles.
- Use hand sanitizer if soap and water are not available. Use an alcohol-based hand sanitizer with at least 60% alcohol, covering all surfaces of hands and rubbing them together until they feel dry. Soap and water are the best option, especially if hands are visibly dirty.
- Cough or sneeze into elbows or a tissue and immediately dispose of in no-touch trash receptacles.
- When opening doors and touching surfaces (especially when in the restroom and other public areas), use a paper towel, tissue or disposable glove.
- Use only knuckles to touch light switches, elevator buttons, etc.
- Sanitize hands before and after each occurrence.
- Avoid touching face, particularly eyes, nose, and mouth with your hands to prevent from getting infected.

- If you find yourself coughing/sneezing on a regular basis, avoid close physical contact with your coworkers and take extra precautionary measures, such as requesting to go home and/or see your health care provider.

Cleaning & Disinfecting Surfaces *(Refer also to Departmental Guidance)*

Sanitize all workplace surfaces. Use household cleaners and disinfectants. Be sure to follow the instructions on the label to ensure safe and effective use of the product. Many products recommend keeping the surface wet for several minutes to ensure germs are killed. Many also recommend precautions such as wearing gloves and making sure there is good ventilation during use of the product. Most EPA-registered household disinfectants should be effective, and a full list of disinfectants can be found on their website.

Always disinfect equipment before and after use. Keep frequently touched common surfaces clean, such as doorknobs, telephones, computer equipment, filing cabinets, elevator buttons, etc. Avoid using coworkers' phones, desks, offices, and other work tools.

Departmental Guidance

Front Office Services

- Bell attendants PPE to include gloves: do not accompany guest in elevator.
- Bell equipment sanitized after each use.
- Disinfect hotel vehicles after every transport.
- Disinfect car keys using proper procedures.

Valet – Suspended during this time.

Front Desk & Concierge

- Employees use separate stations.
- Sanitize counter and guest supplies between each use. Disinfect all returned guest room keys.
- Key cards must be sanitized before restocking and issued with protector sleeve where possible.
- Provide complimentary face masks, gloves, sanitizing wipes and hand gels upon guest request.
- Disinfect luggage carts and storage rooms and mop every 2 hours and in between shifts.
- Implement contactless payment and self-service kiosk, as available.
- Business Center is either closed or manned with regular sanitization between uses.

Housekeeping

- Public Areas Disinfection Protocol: Washrooms, elevators, public area high touch furnishings, fixtures, railings, counters, desk surfaces and amenities to be sanitized hourly.
- Office spaces to be cleaned and sanitized after each shift.
- In-Room collateral to be disposable or electronically displayed where possible.
- Minimize guest contact by cleaning only when guests are not present with particular attention to high touch surfaces.
- Housekeepers to wear disposable gloves.

- Guest linen to be pulled and directly placed into single use bags before leaving room if possible.
- Housekeeping carts to be sanitized after each shift.
- Toiletry kit for room amenity will include hand sanitizer wipes.
- Face masks will be offered at the Front Desk if needed.
- Event or Case Notification: If alerted to a case of COVID-19 that is or was a guest in one of the rooms, the Hotel management will immediately work with DPHSS to obtain the facts and guidance on steps to take with both the guests and Hotel employees.
- Occupied Guest Room Recovery Protocol: In the event of a guest with a confirmed or suspected case of COVID-19, their guest room will be removed from service to undergo a specific cleaning protocol. The Hotel will seal the guestroom (e.g., preventing entry by staff or others) and undertake a room recovery protocol that is designed to clean and effectively disinfect everything in the room including sanitizing the air by a fully protected trained cleaning recovery team. The guestroom will not be returned to service until the room has been disinfected, and consistent with the guidance issued by DPHSS.
- Similar recovery protocols address public spaces, associate offices and work areas. There will be additional focused cleaning and disinfecting protocol of the common areas of the hotel as well as the areas known the guest has been frequenting during their stay.

Laundry and Dry Cleaning:

- On a “contact free” pickup and delivery.
- Remove soiled linens and terry from the guest room in sealed bags and transport to hotel laundry (COVID-19 only)
- Sort soiled linen and handle clean linens with proper PPE.
- Disinfect washers, dryers, dirty / clean linen carts, linen / chute rooms; mop floors based on volume of use.
- Disinfect clean linen carts received from outsourced laundries if not disinfected by outsource company upon delivery.

Food & Beverage

- Hotel must not offer single serve food & beverage in non-food & beverage areas (e.g. front desk, fitness center).
- Wipe down/discard menus after each seating, including digital menus, or convert to single-use paper formatting.
- Disinfect furniture after every meal period and disinfect tables and chairs between guests.
- Ensure employees do not have barehand contact with ready to eat food for all food & beverage live stations.
- Sanitize food contact stations based on volume of use.
- Ensure employees do not have barehand contact with garnishes, ice and ready to eat food for bartenders.

In-Room Dining

- Move to contactless In-Room Dining to eliminate room entry.
- For In-Room Dining and other delivery requested services, cart service will be utilized, parked outside guestroom door with complete setup in place for room charge. Employee

announces delivery through the door, steps back, allows guest to confirm order at a distance. When finished, guest calls for pick up and rolls cart outside the room.

- All carts and service ware will be sanitized before utilization.
- Self-serve ice machines are suspended with signage in place for guests to order ice delivered through "contact free" delivery.

Spa / Fitness Center

- Provide complimentary PPE, sanitizing wipes and hand gels upon guest request.
- Utilize plastic or paper liners in all trash and towel drops / boxes.
- Plan a minimum of 15 minutes turnaround time between each spa treatment for proper disinfection of the treatment room and all equipment.
- Towels and robes must not be displayed.
- Remove all blankets and pillows that cannot be laundered between each guest.
- All glassware to be dishwasher cleaned.
- Establish protocols for scheduling of client appointments.
- Prescreening and temperature checks for employees and guests.
- Fitness Center closed.

Engineering

- All surfaces to be sanitized after repairs and maintenance.
- Sanitize all equipment, work surfaces and storage after use.

Security

- Infrared touchless thermometers are utilized at main entrance.
- Hotel access and entry points are minimized.
- Assist with isolating/redirecting guests to appropriate medical care with PPE when denied entrance to property or venue.
- COVID-19 action to be taken: Security will assist in the securing of the room of COVID-19 positive guest and trace activities to include contacts and locations that they came in contact with. Will also assist local authorities in providing such information and assist with contact tracing and DPHSS/CDC protocols.
- Assist with enforcing physical social distancing guidelines, such as guest queuing areas and common areas.
- Increased security patrols of entrance and exit points must be in place.
- Hand sanitizers utilized when on patrol and PPE for Security to include face shields when dealing with confrontations.

First Aid

- Should continue as normal, using gloves.
- After performing compression CPR, rescuers should wash and sanitize their hands thoroughly.

Public Areas

- Hand sanitizer dispensers in high traffic public spaces.
- Pool seating to be spaced 6 ft apart for social distancing.

Controlling Workplace Hazards

During this COVID-19 outbreak, when it may not be possible to eliminate the hazard, the most effective protection measures are engineering controls, administrative controls, and Personal Protective Equipment (PPE).

Engineering Controls - Clear plastic shields or barriers and/or sneeze guards are placed where needed.

Administrative Controls – There are SOPs in place for handling guests and guests are screened prior to arrival. Where appropriate, guest and public access to the Hotel are restricted to only certain areas and in some cases, face to face contact is minimized (e.g., phone-based communication). Signs are also posted at guests' main entrance and employee entrance prohibiting entry for anyone who has had any recent exposure to the COVID-19 virus.

Personal Protective Equipment (PPE) and Face Masks – Wear appropriate PPE during cleaning, laundry, and engineering activities and make PPE available for employees to use based on the Safety Data Sheet (SDS) and manufacturers label for the chemicals and tools being used must be provided.

COVID-19 presumed or confirmed case: Wearing the appropriate PPE must include eye protection, masks, gloves, and shoe coverings.

Face masks are not considered substitutes for PPEs in the workplace where respirators are recommended or mandated for respiratory protection. However, all employees are required to wear a face mask around guests or other employees and until they leave the workplace as a precautionary measure to prevent the wearer from spreading COVID-19 to others. Masks are not required inside individual private offices if employee is alone, however, anytime there are 2 or more, all employees must wear masks.

Kitchen and foodservice employees must wear gloves and face masks, especially when interacting with guests. Some employees may need to wear some combination of gloves, a gown, a face mask, and/or a face shield or goggles depending on their work tasks.

Dispose used masks, gloves, and disposable PPE products in no-touch trash receptacles. Always wash or sanitize your hands after removing masks, gloves, or other PPE products.

Communication & Training

Sheraton Laguna Guam Resort implemented a Cleanliness Champion to help lead the Hotel in how it can ensure a clean environment for guests and associates. Additionally, employees will be required to take training on COVID-19 and sanitation protocols. All employees will be provided with job-specific education and training on preventing transmission of COVID-19, including initial and routine/refresher training. Employee assistance programs will also be offered to ensure that psychological and behavioral support is available to address employee stress.