

15 January 2021

COVID-19 PREVENTION PLAN

INTRODUCTION:

This written plan contains information about COVID-19, what it is, how it is transmitted and what we can do to protect ourselves and our guests. The Hotel's General Manager and Department Directors will be responsible for implementing this plan and making sure all training requirements have been met. In addition, regular risk assessments will be made to ensure the plan is working and to determine if any changes to the plan need to be made.

Any COVID-19 illness will be investigated and determined if any work-related factors could have contributed to the risk of infection. Changes to this plan will be fluid based on the changing environment, guidance from the Guam Department of Public Health and Social Services and the CDC.

Each department will be given guidelines they must follow in order to help prevent the spread of COVID-19, to protect themselves and to protect our guests.

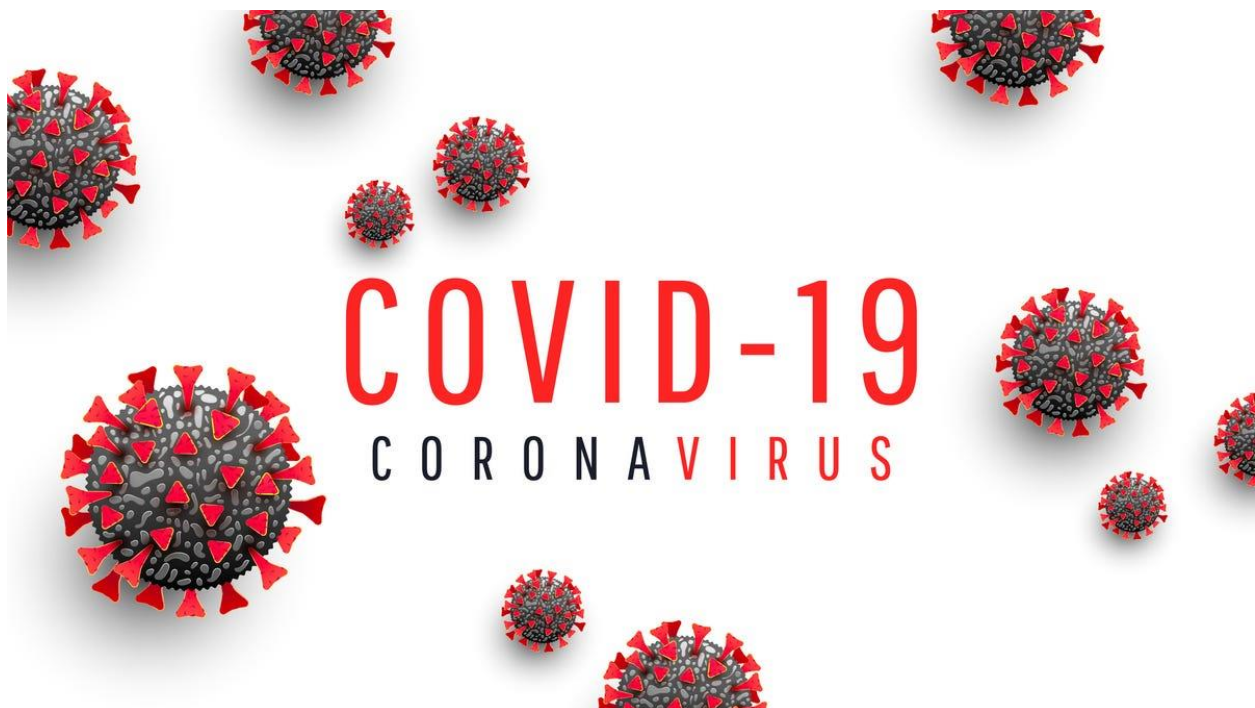


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References: Lake Tahoe Resort Hotel, California
Guam Department of Public Health and Social Services
Centers for Disease Control and Prevention (CDC)

RE-OPENING / STANDARD OPERATING PROCEDURES

Our Hotel has a longstanding commitment to the cleanliness and safety for our team members and guests. We continue this commitment during this public health crisis. The following health and safety guidelines represent best practices for the hotel industry. These guidelines follow the CDC recommendations being offered to the hospitality industry as safe practices. We anticipate that these guidelines will evolve based on further recommendations we may receive from the Guam public health authorities following CDC guidelines. All team members are required to be trained on Covid-19 and the safety guidelines recommended.

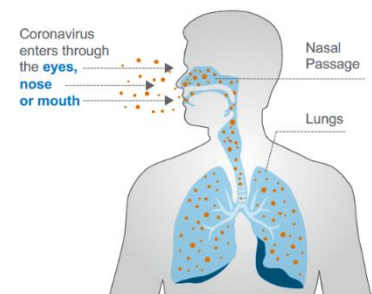
WHAT WE KNOW ABOUT COVID-19 (CORONAVIRUS):

- Coronavirus disease (COVID-19) is a respiratory disease of international public health concern caused by a “novel coronavirus” not previously seen.
- The virus causes fever and respiratory symptoms (among other symptoms).
- Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV).
- A novel coronavirus (nCoV) is a new strain that has not been previously identified in humans.
- Coronaviruses are transmitted between animals and people. Several known coronaviruses are circulating in animals that have not yet infected humans.
- Common signs of infection include fever, cough, shortness of breath, respiratory symptoms, loss of smell/taste, etc. In more severe cases, infection can cause pneumonia, sever acute respiratory syndrome, kidney failure and even death.

HOW DOES CORONAVIRUS SPREAD?

It depends on the particular coronavirus. Human coronavirus may spread by respiratory droplets from an infected person to others through:

- The air by coughing and sneezing
- Close personal contact, such as touching or shaking hands
- Touching an object or surface with the virus on it, then touching your mouth, nose or eyes before washing your hands.



WHAT STEPS MUST I TAKE TO PROTECT MYSELF AND OTHERS WHILE AT WORK?

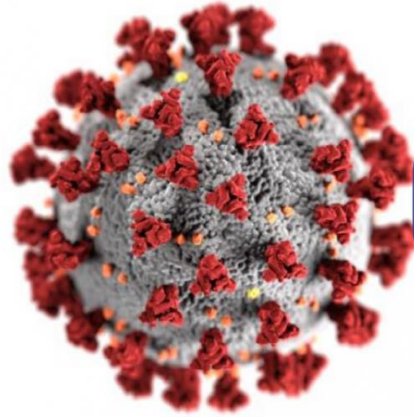
- The most important thing you can do is **STAY HOME** if you are sick! The CDC recommends anyone with a temperature of 100.4 degrees to stay home.
- Inform your supervisor/manager immediately if you are not feeling well while at work and report to one of the Company’s Certified Contract Tracers at the HR Office.

- Wash your hands often (at least once per hour) and correctly (the World Health Organization recommends using soap and water or alcohol-based sanitizer if soap and water not readily available). Be sure to wash your hands for a full 20 seconds.
- Avoid touching your eyes, nose or mouth with unwashed hands.
- Avoid close contact with people, practicing social distancing. Six feet separation will be required at all times if possible to do so.
- Masks will be required to be worn by all staff until further notice. The hotel will provide disposable masks. Employees who choose to wear personal, washable masks are responsible to wash and have mask every time when reporting to work. Personal masks must not be derogatory or discriminatory in design or designed to offend anyone. Solid color masks are preferred. Masks are only effective when used in combination with frequent hand washing.
- Wear gloves and protective eyewear when required.
- Do not share supplies with co-workers to avoid exposure (pens, key boards) and wash/sanitize hands after touching “high” touch surfaces (elevator buttons, copy machines, door handles).

WHAT STEPS IS THE HOTEL TAKING TO HELP KEEP ME SAFE AT WORK?

- All guests will be required to wear a face covering in the public spaces of Hotel.
- Plexiglass is in place at the front desk as an extra barrier protection during guest interactions.
- Social distancing signage will be place throughout the hotel.
- Hand sanitizing stations will be placed throughout the hotel for both team members and guests to have readily available, especially near “high” touch areas.
- Limited guestroom services will be provided during this time and when any guests are in room. Some exceptions may be to empty guest room trash or drop supplies, but again, only when rooms are clear of guests.
- All vacant dirty rooms will sit empty for a minimum of 24 hours after each guest checks out.
- Departments with direct guest interactions will be required to wipe down area surfaces and sanitize hands after every interaction with guest.
- The team member breakroom will be moved to the ballroom foyer when necessary, to allow for social distancing. In addition, rest and meal breaks will be staggered to allow more space to accomplish this. Team members may choose to bring their lunch to work.
- Approved disinfectants will be used covering the EPA guidelines under Covid-19.
- When necessary, and upon approval of management, temporary arrangements may be implemented for teleworking accommodations for select positions.

The following pages will provide more specific information/training by department. Please be certain you have read, have been trained and fully understand these new operating procedures. These procedures are also likely to change and be updated regularly as we navigate this ever-changing pandemic. If you have any questions and need further clarification, please reach directly to your manager.



COVID-19

CORONAVIRUS DISEASE 2019

HOUSEKEEPING DEPARTMENT

PRE-OPENING:

- All team members **MUST** enter the hotel through the double doors located on the 1st level of the parking garage, closest to the security office and exit the same door...**NO EXCEPTION.**
- All Housekeeping department entrance doors must be propped open to avoid frequent hand contact.
- When necessary, housekeeping team members will meet at a location designated by Housekeeping management at the start of each shift to make sure the social distancing can be followed accordingly.

GUEST ROOM GUIDELINES:

- Housekeeping is not to enter any guest room while occupied for any reason.
- All guests' rooms must remain vacant for 48-72 hours after guest departure. Rooms must be put out of order.
- Prior to cleaning a guest room, balcony doors are to be opened to allow better ventilation and increase air circulation.
- Gloves and mask **MUST** be worn when cleaning rooms.
- Spray (and do not wipe) all bathroom surfaces with provided cleaner (toilet, sinks, countertops and fixtures).
- Dust, clean and disinfect all hard surfaces in room with focus on high touchpoints.
- Return to bathroom after required disinfectant contact time to wipe/scrub and rinse hard surfaces starting with shower and ending with toilet. Refer to product labels.
- All surfaces must be wiped down including: Alarm clock, TV, coffee tray etc.



ADDITIONAL PRECAUTIONS THAT WILL BE TAKEN:

- Staggering shifts will likely occur to allow for distance of employees reporting to shift for social distancing.
- As mentioned, limited housekeeping services may be provided to occupied guest rooms. All guest requests for items will be delivered without direct contact. Employee will knock on door and place item in bag by door. Employee will step back 6-feet to make sure guest receives item and depart the guest area immediately after confirmation of receiving item. Do not enter a guestroom if the guest is not present. Be sure you are wearing your mask.
- Room attendants must be wearing gloves to clean guest room.
- Masks must be used when walking through hallways and guests are present.
- Protective plastic eyewear is highly recommended, and may be required, for room attendants to wear when cleaning room to protect eyes.
- Proper EPA required cleaning products will be distributed at the start of each shift.
- Hands must be washed after cleaning each guestroom.
- When Key Cards are left behind in a guestroom:
 - Lay the key cards out in a tile pattern on a flat surface
 - Spray all room keys using an appropriate EPA-registered disinfectant
 - Allow product to remain in wet contact time as described on label
 - Wipe away product with a dry cloth, flip over all key cards to expose the other side, repeat. This must be done before removing any keys from guest suite.



DISINFECTION: NON-FOOD CONTACT

Clean and disinfect hard surfaces and high-touch objects with approved disinfectants.
 Increase frequency as needed.

1 PRE-CLEAN

Pre-clean visibly soiled areas to be disinfected

2 DISINFECT

For an emerging viral pathogen, use a disinfectant with an EPA-approved emerging viral pathogen or coronavirus claim. Refer to the product label for complete directions for use.

3 WAIT

Allow surface to remain wet for the time indicated in the directions for use on the product label.

4 DRY

Wipe the surface or allow to air dry.

LINEN ATTENDANTS / HOUSEPERSONS

PRE-OPENING:

- All team members **MUST** enter the hotel through the double doors located on the 1st level of the parking garage, closest to the security office and exit the same door...**NO EXCEPTION.**
- All Housekeeping department entrance doors must be propped open to avoid frequent hand contact.
- When necessary, housekeeping team members will meet at a location designated by Housekeeping management at the start of each shift to make sure the social distancing can be followed accordingly.

LAUNDRY GUIDELINES:

- You **MUST** wait a minimum of 48-72 hours before pulling any linen from guest rooms.
- You **MUST** wear gloves and mask at all times while in laundry room and/or on guest floors/room.
- Wash your hands at a minimum, once every hour.

LAUNDRY GUIDELINES

Currently there is no evidence to support transmission of COVID-19 associated with linens.

STANDARD PROCEDURES

- Dirty laundry should be placed into bags or carts for transport.
- Use gloves when handling laundry.
- Machine Loading:
 - For towels: Fill wash wheel.
 - For sheets: Leave 6"-10" of free space in wash wheel.
- Follow standard wash formulas and dry times.
- Avoid clean laundry contact with floors, walls or dirty carts.
- Clean and **disinfect** all equipment, carts, tables and floors at the end of the day.


RISK REDUCTION PROCEDURES

- Increase your defensive measures and reinforce training.
- Increase frequency of cleaning and **disinfection** of high-touch areas.

REMEDIATION PROCEDURES

- Follow **STANDARD PROCEDURES** above.
- Collect laundry with minimum agitation, do not shake or "hug" and avoid direct contact of the skin and clothes with the contaminated laundry.
- Consider using gloves, gowns and dissolving bags for laundry collection.

Refer to product label for complete directions for use



CONSIDERATIONS

- Provide Personal Protective Equipment (e.g., gloves, gowns, masks) as directed by local and federal public health authorities for employees and infected individuals.
- Per the CDC, dirty laundry that has been in contact with an ill person can be washed with other people's items.
- Laundry movement should be one-way (i.e., dirty in and clean out).
- Do not use the same gloves when handling clean and dirty laundry.
- Consider **disinfecting** the rim of the machine and door so that laundry is not re-contaminated upon removal.
- Damp laundry should not be left in machines overnight.
- Follow proper hand hygiene procedures before and after glove use.
- Follow all guidance as directed by public health authorities.

Specific touchpoints

Laundry carts, housekeeping carts, folding tables and shelves, washer and dryer controls, light switches.

HOTEL PUBLIC AREAS / POOL GUIDELINES

PRE-OPENING:

- All team members **MUST** enter the hotel through the double doors located on the 1st level of the parking garage, closest to the security office and exit the same door...**NO EXCEPTION.**
- All Housekeeping department entrance doors must be propped open to avoid frequent hand contact.
- Team members will meet in the Housekeeping Office only when social distancing allows.
- If necessary, based on the number of staff working, housekeeping team members will meet at a location designated by Housekeeping management at the start of each shift to make sure the social distancing can be followed accordingly.

PUBLIC / OFFICE AREA GUIDELINES:

- The same disinfecting protocol as for guest bathrooms will apply to public restrooms.
- The restroom area should be closed off during cleaning to avoid any guests entering to comply with social distancing.
- Make sure enough hand soap is available and that all sinks are in working order.
- Social distancing guidelines must be monitored with certain sinks being closed off as necessary to promote this as needed.
- Cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, vending machines, ice machines, room keys and locks, ATM's, and stair handles.
- Other surfaces, such as carpet and hard surface floors can be cleaned according to normal operating procedures.
- Empty and disinfect trash cans and replace liners. All office personnel will be instructed to leave their trash cans outside of their offices or in a designated area. Avoid entering any office.

POOL GUIDELINES:

- Pool will open in accordance with Public Health Guidelines, with limited services. Seating will be adjusted to follow social distancing on decks. Pool is open to in-house guest. Guest must register at front desk to use the pool. Staff will control the number of guests on deck and inside the pool during operating hours.
- Pool towels are available at the pool deck and must be returned at the same location.
- Beach Rental will remain closed.
- As guests will walk through pool area to access decks, be sure cleaning all "high" touch surfaces (door handles, chairs, railings, etc.)
- Make sure furniture is always arranged to allow proper social distancing of six feet, grouping chairs in accordance with Public Health Guidance.

RESTROOM GUIDELINES

STANDARD PROCEDURES

- Place wet floor sign at entrance.
- Evaluate restroom and remove debris from floors and counters.
- Spray (and do not wipe) all bathroom hard surfaces with **disinfectant** cleaner—toilet, urinals, sinks, countertops and fixtures.
- Restock supplies and empty trash.
- Clean mirrors, glass and windows.
- Scrub toilet and urinals.
- Wipe bathroom hard surfaces and high touch points after required **disinfectant** contact time. Refer to product label.
- Clean and **disinfect** floors and apply odor control product (as needed).
- Inspect for quality and remove floor sign when floor is dry.

RISK REDUCTION PROCEDURES

- Increase your defensive measures and reinforce training.
- Increase frequency of cleaning and **disinfection** of high-touch areas.

REMEDIATION PROCEDURES

- Follow **STANDARD PROCEDURES** above.
- Increase frequency of deep cleaning and high touchpoint **disinfection**.
- Increase frequency of hard surface **disinfection** using an EPA-registered disinfectant with an emerging viral pathogen or coronavirus claim. Carefully read and follow label directions.

PUBLIC AREA GUIDELINES

Lobbies, entrances, hallways, fitness centers, pool areas, etc.

STANDARD PROCEDURES

- Pick up debris and remove gum from floor with putty knife or blunt-edged tool.
- Empty and **disinfect** trash can and replace can liner.
- Clean and **disinfect** all hard surfaces including high-touch surfaces.
- Follow proper operation, maintenance, and **disinfection** (e.g., with chlorine and bromine) of pools and hot tubs.*
- Clean glass and windows.
- Refill air freshener and hand sanitizer dispensers as needed; **disinfect** dispensers regularly.
- Vacuum soft-surfaced floors (carpet/rug/walk-off mat); sweep then mop hard-surfaced floors (tile/wood/LVT).

MAIN ENTRANCE / BELL DESK

PRE-OPENING:

- All team members **MUST** enter the hotel through the double doors located on the 1st level of the parking garage, closest to the security office and exit the same door...**NO EXCEPTION.**
- Department entrance doors should be propped open to avoid frequent hand contact (if able).

MAIN ENTRANCE GUIDELINES

- One entry **ONLY** to the hotel and one exit **ONLY**, via main lobby. Signs posted on locked doors indicating where hotel entry/exit is located.
- Thermo-scanner located at the main entrance for temperature screening.
- Automatic hand-sanitizer dispenser located at main entrance. Encourage all guests to use hand sanitizer before entering hotel.
- Social distancing signs on doors, guest to wear masks signs are posted.
- Avoid confrontation with any guest not wearing a mask and instruct them that they will be available for purchase at the front desk at check in.
- Any Benches outside of main entrance to be placed 6-feet apart.

BELLPERSONS

- Masks must be worn while working.
- Although we do have Valet Service, there may be occasions for this service under special circumstances. There may also be more frequent occasion when assisting guest at curbside to unload baggage or assist with wheelchair, etc. When applicable, a new set of gloves must be worn before entering each new guest vehicle or when unloading baggage. Instruct guest to roll down all windows and instruct them where to pull car up. Allow car to sit with windows open for several minutes before entering. Once car is parked in garage and key hung (remember to roll windows back up), properly remove gloves and toss in trash can in garage before heading back up. The same protocol is followed when retrieving a guest vehicle. Put on a new pair of gloves and properly throw in trash after turning car/key over to guest.
- Wash hands or sanitize every 60 minutes or more frequently as needed.
- Staff to direct guest in lobby to follow social distancing que for front desk.
- Staff should not open doors to cars or taxis for guests, unless they are releasing their vehicle to you to park.
- No hand shaking guest hands
- Do not congregate in high traffic areas with employees or guest.
- Direct guest on limiting amount of people in elevators such as direct family only. Signage will be posted at elevators with hand sanitizer for guest use.

- If public attendant has not wiped down elevator buttons after guest use, go ahead and assist with wiping down buttons with approved disinfectant while wearing gloves and a mask. You will want to be carrying on your bell cart at all times, when assisting guests.
- Deliveries to guest rooms: If luggage delivery is requested, the bell staff should wear gloves and a mask. The guest will follow the bell person 6-feet behind as they are directing the guest to their room. The bell staff will ask the guest to wait outside of the room while they unload the items into the guestroom allowing for 6-foot social distancing. After unloading the luggage and confirming with the guest, the bell staff will step away from the guest room and allow the guest to enter the room.
- If a guest chooses to take their luggage to their room by themselves, bell staff must disinfect returned bell cart, using gloves. Bell staff must wash hands after removing gloves and changing to new gloves. Face masks must be worn at all times.
- The bell staff will be required to disinfect all bell carts after EACH USE while using gloves. Bell staff must wash hands/hand sanitize after cleaning the bell cart and removing gloves and changing to new gloves. Face masks must be worn at all times.



EXECUTIVE / ACCOUNTING / SALES AND HR OFFICES

PRE-OPENING:

- All team members **MUST** enter the hotel through the double doors located on the 1st level of the parking garage, closest to the security office and exit the same door...**NO EXCEPTION.**
- All department entrance doors must be propped open to avoid frequent hand contact, if possible.

OFFICE GUIDELINES:

- Masks should be worn when social distancing has been limited and additional people come into the office that exceeds 2 or you are moving about hotel and/or visiting other offices.
- Limit the amount of people who can enter into the office at one time to adhere to the social distancing guidance. Preferably, ask all team members to speak to you while at entrance to office.
- Staff will need to wash hands or hand sanitize every 60 minutes or more frequently if counting cash.
- All direct contact equipment (that is shared) will need to be wiped down at the start and end of each shift.
- Do not share office supplies among staff.
- Prop open or keep open all office doors to avoid frequent contact and to allow air flow, as much as possible.



- If office has windows that can be opened and closed, open windows periodically to allow for airflow from outside.
 - Limit other employees from entering the office; no more than one additional person at a time. Ask employees to call or correspond by e-mail, instead of coming to office for face-to-face conversation.
- Communicate with other departments via e-mail, phone, cell phone, as much as possible.
 - All services provided by HR staff should be performed via the HR counter, with plexiglass sheet protection. Only one employee allowed to enter the office at a time. Other employees requesting services must wait outside the HR Office, following social distancing protocols. Ask that employees to call or correspond by e-mail, instead of coming to office for face-to-face conversation.

- Training Manager and/or Compliance Manager will conduct initial and refresher COVID-19 Awareness and Prevention Training of all employees.
- Human Resources Manager and Compliance Manager are designated as the company's "Certified Contact Tracers" for COVID-19. Human Resources office serves as the "Center" for coordinating, communicating and handling possible cases of COVID infection of employees.
- Compliance Manager will ensure posting of appropriate signage regarding masks, social distancing, hand-washing, and the like.
- Compliance Manager will ensure that the latest or most updated information from the Guam Joint Information Center (JIC) consisting of the Governor of Guam, Department of Public Health and Social Services (DPHSS) and Homeland Security is immediately disseminated to all departments for information and/or action.

FRONT DESK / BACK OFFICE

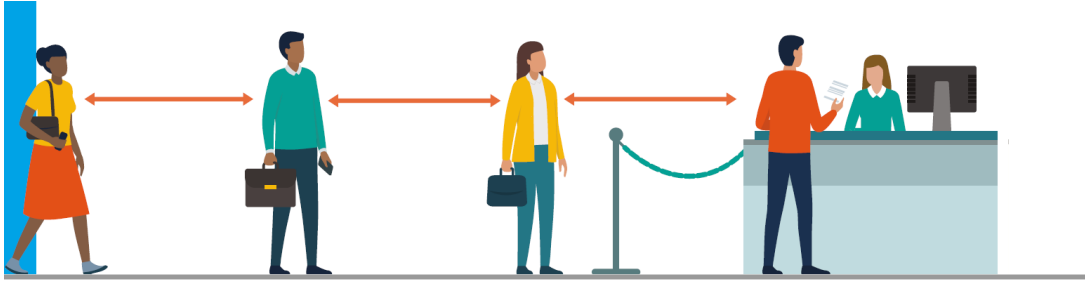
PRE-OPENING

- All team members **MUST** enter the hotel through the double doors located on the 1st level of the parking garage, closest to the security office and exit the same door...**NO EXCEPTION.**
- Entrance of hotel will have one way to ENTER and one way to EXIT to allow for separation of guests, entering or exiting.
- If possible, door to back office should remain propped open to avoid direct hand contact.
- If not possible to prop the door open, ensure the door knobs are sanitized periodically.
- Door to back office can be closed/locked after 5:00 pm for security reasons and with less in and out traffic.
- If office has windows that can be opened and closed, open windows periodically to allow for airflow from outside.
- Limit other employees from entering the office; no more than one additional person at a time. Ask employees to call or correspond by e-mail, instead of coming to office for face-to-face conversation. Or, ask employees to communicate via the front desk, which is equipped with plexiglass sheet protectors.

FRONT OFFICE GUIDELINES:

- All equipment (terminals, cc swipes, computers, key machine, keyboards, safes etc.), countertops, chair arms, desks, walls, refrigerator, keys, radios, pens will need cleaning and wipe-downs after use.
- Do not share office supplies.
- Terminals at the front desk will have Plexiglass to divide guests from employees.
- Front Desk queue will have social distancing markings to direct guests to 6-feet apart when arriving to the hotel.
- Lobby furniture will be rearranged as such to encourage social distancing.

- Signage to be displayed at Front Desk and Lobby to encourage social distancing.
- All team members should wear a mask at Front Desk and when walking around the hotel.
- It is encouraged to stagger shifts when possible and to have no more than two staff working at a time, if possible. For heavy check-ins, an additional terminal station can be used, but stations should be spread out as best as possible.
- Wearing a mask while speaking with a guest on the phone (at desk or reservations) will be optional, but any time employee is leaving a station, a mask must be worn. Phone should be sanitized.



- Hand washing should be happening at a minimum, every 60 minutes based on interactions. Use hand sanitizer if applicable.
- Disinfect terminals at the start and end of each shift. Do not share terminal use with other team members.
- Pens used by guest at registration should be wiped after each use if possible, and encourage guests to use hand sanitizer after checking in, which will be located at desk. All key cards returned should not be used, but placed in return box. Person removing key cards should wear gloves. Keys should be laid out on hard surface, sprayed with disinfectant and allowed to sit for a minute. Then flip cards and repeat. Be sure gloves are being disposed of properly in trash.
- Consider wearing a glove when handling guest credit cards or hand sanitize after each transaction.
- Staff must wash hands every 60 minutes or sooner if contact with something that requires it.
- Social distancing must be followed at the front desk with fellow team members
- Avoid any close contact with other team members.



FOOD AND BEVERAGE

KITCHEN

PRE-OPENING:

- All team members **MUST** enter the hotel through the double doors located on the 1st level of the parking garage, closest to the security office and exit the same door...**NO EXCEPTION**.
- Thoroughly detail-clean and sanitize entire facility, avoid all food contact surfaces when using disinfectants.
- Evaluate overall kitchen organization. Allow for social distancing as best as possible.
- Cooks to wear masks in the event social distancing is limited. Be prepared to adjust accordingly based on staff count and how busy.
- Review the current menu for the Magellan restaurant, room service and Fountain Lounge. Limited options should be created to allow for reduced staff/social distancing in kitchens.
- Prepare all food service areas for take-out/pre-packaged, etc.
- Order boxes for To-Go set-up. Use disposable containers with covers. If applicable, disposable utensils, paper napkins, etc.
- Allow time for team members to implement cleaning practices before, during and after shifts.
- Ensure that sanitizer and other sanitary supplies are readily available to employees.



KITCHEN GUIDELINES:

- Cooks will need to wear masks when social distancing of areas cannot be met. Masks can be taken home and cleaned daily.
- Additional breaks will be needed due to the heat and kitchen and if wearing a mask.
- Sanitation practices will need to be increased and logged.
- Hand washing/sanitizing should occur often and gloves worn at all times. This should be hourly, including changing gloves hourly.
- Prep Cooks should be washing hands and changing gloves prior to moving on to the next recipe/task.
- Dishwasher must maintain social distancing in workspace and throughout the kitchen.
- Mask should be worn for dishwasher if social distancing is limited. Take additional breaks if needed due to wearing masks and heat. Fresh gloves should be worn each time handling newly cleaned/sanitized plates/pans/utensils, etc.

MAGELLAN RESTAURANT

NOTE: Basic guidelines for Food & Beverage are listed here. Due to the constant changing of Public Health requirements for eating establishments, the F&B Department prepares detailed SOPs for restaurant, room service, and “To Go” operations. SOP is available from the Food & Beverage Director.

PRE-OPENING:

- All team members **MUST** enter the hotel through the double doors located on the 1st level of the parking garage, closest to the security office and exit the same door...**NO EXCEPTION.**
- Any door that can be propped open, should be to allow for both air flow and limit being touched.
- Make sure all team members that will handle food are up-to-date with Health Certificate and ABC cards before being allowed to return to work.
- Use communication boards for staff updates for quick information to avoid gatherings.
- Use banquet rooms for staff updates that require face-to-face meetings. Keeping social distancing in mind.
- Breaks/meals to be staggered, as well as start times if possible.

IN-DOOR DINING:

- Follow current Department of Public Health & Social Services guidelines for occupancy
- Social distancing signs to be placed at entrance.
- Hand sanitizer must be available at the entrance for guest use.
- Tables removed/spaced to allow for social distancing.
- Clean and sanitize table condiments, check presenters, tabletops, and common touch areas, cashier stations, phones, etc.
- Use presentable tape markings on floor at entrance to avoid congregating, if guests are reading menu board or, waiting to enter restaurant if seating unavailable.
- Buffet style setting **IS NOT** self-serve. Buffet counter is protected by plexiglass sheet protector. Food will be dished-out by staff only.
- For buffet service, label stands should be placed naming food items.
- Masks are required for picking up food from kitchen.
- Gloves must be used for food preparation area and when serving guests. Gloves should be changed when switching tasks.
- Increase sanitation of surfaces in back of the house and restaurant working space.
- All team members will be required to wear face masks and face shields when serving guests and, if social distancing or plexiglass is limited when interacting with a guest.
- Staff to work with social distancing when assisting guests.
- If service is à la carte, inquire from guest if hard copy of menu or QR Code for scanning is preferred. Ensure hard copies of the menu are sanitized after use by guest.
- Menu may be posted on a menu board outside the entrance area.
- Clean and sanitize tabletops, chairs after guests leave and before another guest is seated.

OUT-DOOR DINING GUIDELINES:

- Follow current Department of Public Health & Social Services guidelines for occupancy
- Social distancing signs to be placed at entrance.
- Tables removed/spaced to allow for social distancing.
- Clean and sanitize table condiments, check presenters, tabletops, and common touch areas, cashier stations, phones, etc.
- All team members will be required to wear face masks and face shields when serving guests.
- Staff to work with social distancing when assisting guests.
- If service is à la carte, inquire from guest if hard copy of menu or QR Code for scanning is preferred. Ensure hard copies of the menu are sanitized after use by guest.
- Menu may be posted on a menu board at the entrance area.
- Use presentable tape markings on floor at entrance to avoid congregating, if guests are reading menu board or, waiting to enter restaurant if seating unavailable.
- Clean and sanitize tabletops, chairs after guests leave and before another guest is seated.

FOUNTAIN LOUNGE – “TO GO” STATION GUIDELINES

- Follow current Department of Public Health & Social Services guidelines for occupancy.
- Plexiglass will be positioned at the order station for “To Go” orders.
- Plexiglass will be required at one of the cashier terminals to divide the deli attendant and the guest for social distancing and protection. Tables will be removed temporarily as social distancing is not possible.
- Social distancing signage will be on floor and posted at entrance. Social distancing floor signs should be marked in the event of more than one customer waiting to pick up “To Go” order.
- No self-serve items unless packaged.
- Masks must be worn at all times, as well as gloves. Gloves must be changed regularly.
- New gloves or washing hands after handling any cash or transaction with guest.
- Cream, sugar and condiments will be behind desk and issued to guest upon request. All will be single use items only.
- Create limited menu for ordering take-out options for guests.
- Limited amount of people allowed in Grab & Go at one time. Queuing guest outside of lounge may be required, with tape markings on floor for social distancing.

ROOM SERVICE GUIDELINES:

- Identify which delivery table will be used for delivery of to-go style room service orders. Completely disinfect each cart/table before and after each use.
- Stock to-go bags in room service area.
- All condiments should be single use.
- Wipe down all check presenters before/after use.
- Limit food and beverage items room service menu (utilizing items that package well for to-go packaging). The normal menu will no longer be available.
- Room service attendants should wear gloves/masks with food prep.
- Masks and gloves should be worn when walking to hallways and guestroom for delivery.
- The delivery table will have the to-go order in bag and check presenter prepared for guest signature
- Attendant will knock on guest door to alert guest of arrival.
 - Attendant will step back 6-feet for social distancing to allow the guest to answer the door.
 - Attendant will allow guest to confirm order, sign check, and take bag.
 - Guest will place signed check on table.
 - It is recommended that the table use is determined prior to the delivery
 - After guest closes door, retrieve table.
 - Wipe down check presenter, pen and return to room service.



ENGINEERING

PRE-OPENING

- All team members **MUST** enter through single door in garage closest to elevator and exit via the same door...**NO EXCEPTION.**
- Door to shop should remain propped open to avoid direct hand contact as much as possible.

ENGINEERING GUIDELINES:

- Staff should have a staggered start to avoid congregating in shop area for assignment.
- Social distancing must be followed in the maintenance shop at all times. Preferably, one staff at a time in the shop.
- All tools that are used/shared will be sanitized prior to use and after use.
- Masks should be worn when walking through hallways and in close proximity to guests or team members.
- Appropriate gloves should be used when doing specific maintenance duties.
- Signage with the social distancing, hand washing and masks will be posted in the department. Engineers should wash hands every 60 minutes. Sanitize hands when hand washing is not available.
- Wipe down any computer keyboards after used, as well as touching any controls in shop/boiler room or anywhere in hotel. This should be carried with Engineers if possible.
- Communication boards should be used when providing information to allow quick information to be provided without having to gather in groups.



GUEST ROOM REPAIR REQUESTS:

In the event a guest requests something to be fixed in their room during their stay the following guidelines must be followed for safety of the staff.

Occupied room:

- Alert the guest that they cannot be in the guest room during the repair. The engineer will enter the room after one hour has passed from the guest vacating the room. It is recommended to ask the guest to open the window to the room to allow for increased air flow in room. The engineer must wear mask/shield and gloves to perform the repair.
- Protective booties are highly recommended.

- If the guest has a special circumstance and cannot leave the room, staff will be required to have the full protective suit, mask/shield and gloves when entering the guest room. The guest will be required to be away from the area that the engineer is working on by the 6-foot social distancing guideline. It is required that the guests in the room are wearing a mask while the engineer is in the room.

Un-Occupied Room:

- Any repairs that are done after a guest has checked out should take place outside of the 24-hour departure of the guest, unless the repair is urgent.
- Staff should wear mask, gloves and any other required protective equipment for the repair. The engineer can choose to wear the full protective suit should they feel necessary.



SECURITY

PRE-OPENING:

- All team members **MUST** enter through single door in garage closest to elevator and exit the via the same door...**NO EXCEPTION.**
- All department entrance doors should be propped open to avoid frequent hand contact (if able).

SECURITY GUIDELINES:

- Security should wear face masks when walking around property and maintain social distancing from guests and employees.
- Gloves should be worn in situations that require direct contact with surfaces.
- Disinfect equipment needed for shift upon arriving to hotel (i.e. radios, keys etc.). Use gloves to disinfect items.
- If computer use is necessary, wipe down terminal and any office supplies needed.
- Staff must wash hands every 60 minutes or sooner if contact with something that requires it.
- Maintain social distancing with guests and fellow team members at all times.
- In the event a guest eviction is necessary, Security Officers should always have a witness with them and face mask and gloves worn.
- A phone call to guest rooms should take place prior to a physical interaction at the door. A warning can be provided over the phone first. If it is necessary to go to the guestroom, the security officer should maintain social distancing and ask the guest to step outside the guest room to speak if distance cannot be adhered to with the door just being opened.
- If the situation deems contacting the Police Department, please make best judgement and always keep in mind the safety of team members and other guests. Never engage a situation that you are uncomfortable confronting.



EMPLOYEE BREAKROOM / LOADING DOCK AREA

BREAKROOM GUIDELINES:

- Para Hita Employee Restaurant is available for buffet lunch service for day time staff
- To Go box meals and water will be provided for night shift workers.
- Day time meals are served in disposable containers with lids. Disposable utensils and napkins are provided.
- Dining area is set up in accordance with the 6-foot social distancing requirement.
- Staff meal times are staggered to meet social distancing requirement.
- Day time buffet line food items are served by kitchen staff. No self-serve.
- Beverage dispenser is not available at this time and there is no coffee service.
- Bottled water will be provided to employees.
- Microwave and toaster oven are provided for staff who prefer to brown bag. (Food should not be stored in locker room lockers due to sanitation and to avoid attraction of roaches, ants and rodents, etc.
- Each table seats one person. Capacity is capped at 11 persons dining at any time.
- If necessary, depending on the number of staff on duty, the employee break room will be setup in the ballroom or foyer, to allow for social distancing. Team members will be required to retrieve boxed meal and bottled water from the Para Hita Restaurant to the ballroom or foyer. Staff may also brown bag.
- The ballroom or foyer will have chairs, and trash cans. No tables. Sanitizing of surfaces will be required for any direct contact made by staff.
- The beverage vending machines will be accessible as long as vendor replenishes stock. Machine must be sanitized.
- Proper/regular disinfecting of temporary breakroom will need to take place throughout the day.
- All condiments used in temporary breakroom must be single use only.
- Locker rooms will be set up for social distancing, cleaned, and sanitized 4xs daily
- Signs must be posted for wear of facemasks and hand washing procedures posted.

LOADING DOCK GUIDELINES:

- Loading dock should only be unlocked when deliveries are scheduled.
- No team members should be entering or exiting from the loading dock.
- Security to open loading dock area for deliveries prior to leaving shift in morning. Director of Food & Beverage will make sure locked before he leaves.
- For all deliveries: Staff must wear masks and gloves when receiving any deliveries from vendors. It is requested that all deliveries being made, the delivery person is also wearing a mask. Each department manager should make that request of the vendors they do business with.
- Maintain social distancing when deliveries arrive. Avoid making direct contact.
- Wash hands after every delivery.
- Do not allow delivery staff to use any hotel equipment.



hotel nikko guam

ACKNOWLEDGEMENT

I acknowledge that I have received the Operating Procedures under the new COVID-19 prevention plan. I have been trained on these new procedures and agree to adhere to these new guidelines moving forward until further notice.

Signature

Date

Name Printed

Department

Position