

Guam



CITY HILL COMPANY (GUAM) LTD.

April 8, 2021

Plaza Resort &

Spa Re-opening Plan under PCOR Conditions  
Safe Travel Certification

**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 Manager's will be responsible for implementing this plan and making sure all training requirements have been met.

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.

All Employees		Mandate, but not limited to: <ul style="list-style-type: none"><li>- <b><u>Employee Entrance</u></b> all employees scheduled will park at designated employee parking garage. equipment will be posted at the entrance for</li><li>- <b><u>Temperature Check</u></b> requirement will be posted at the entrance for both employee and guest prior to entering establishment.</li><li>- <b><u>Hand Sanitation</u></b> requirement will be posted at the entrance for both employee and guest prior to entering establishment.</li><li>- <b><u>Placards enforcing the use of a mask</u></b> for both employee and guest.</li><li>- <b><u>Social distancing marking</u></b> to identify 6 feet distance between guests in queue</li><li>- <b><u>Hand Sanitizing stations</u></b> will be placed in high traffic areas.</li></ul>
PPE - Employee	Face Mask	<ul style="list-style-type: none"><li>- Face mask will be worn at all times.</li><li>- Face mask should cover both the employees' nose and mouth.</li><li>- In order to maintain uniformity, face masks will be provided by the company.</li><li>- Face mask must be discarded as needed.</li></ul>

PPE - Employee	Personal Hand Sanitizer	<ul style="list-style-type: none"> <li>- Personal Hand Sanitizer must have an alcohol-based concentration of at least 60% in accordance with CDC recommendation.</li> <li>- It must have a neutral scent.</li> <li>- Washing hands is the preferred method for sanitizing hands.</li> </ul>
PPE - Employee	Gloves	<ul style="list-style-type: none"> <li>- Gloves are optional. If gloves will be used, the company will provide gloves.</li> <li>- Gloves must be removed prior to utilizing the restroom.</li> <li>- Gloves used as needed</li> </ul>
PPE – Guest	Face Mask	<ul style="list-style-type: none"> <li>- Face mask must be worn when entering the premises.</li> </ul>
Employee Training	Handwashing	<ul style="list-style-type: none"> <li>- Employees must wash hands.</li> <li>- Washing hands often with soap and water for at least 20 seconds is essential, especially after going to the bathroom; before eating; and after coughing, sneezing, or blowing one’s nose.</li> <li>- Wash hands before and after glove use.</li> <li>- <i>As often as possible.</i></li> </ul>
Employee Training	Personal Hygiene and Grooming Standards	<ul style="list-style-type: none"> <li>- Employees should always wear clean uniform, practice high personal hygiene and good grooming standards.</li> </ul>
<b>Administration offices</b>	Accounting, Sales & Marketing, Human Resources, Food & Beverage/Tarza Administration, Housekeeping Administration	<ul style="list-style-type: none"> <li>- Staggering of schedules to limit the number of employees in the office.</li> <li>- Limit the number of visitors in the office (to ensure 6 feet distance). Ask and encourage employees to call the office and/or email requests so that a schedule to pick up or meet is in place so no multiple visitors at one time.</li> <li>- All equipment to be sanitized at the beginning and end of shift.</li> <li>- Employees in the office should not share office supplies and wipe down equipment (fax machine, copier etc.) after each use.</li> <li>- Prop open doors as needed to allow good air flow.</li> <li>- Request that vendors/clients contact offices for schedule visits or pick up.</li> </ul>

<b>Security Department</b>	Arrival	<ul style="list-style-type: none"> <li>- Temperature check guest on arrival at the entrance of hotel lobby or designated entrance</li> <li>- If a guest has a body temperature exceeding 99.4°F, has visible symptoms, cough, or other obvious respiratory issues, <b>DO NOT</b> allow to enter the establishment, and inform the guest to seek medical assistance in line with local prevention &amp; control procedures.</li> <li>- Maintain a 6 feet social distance when interacting with guests regarding reservations or walk-in.</li> <li>- No hand shaking</li> <li>- Do not congregate high traffic areas with employees/guests/customers.</li> <li>- Limit amount of people in elevators such as directly family only and post signage at elevators with hand sanitizer for guest use.</li> </ul>
	Escort Guest	<ul style="list-style-type: none"> <li>- Lead guest/customer to the outlet of their visit maintaining six feet distance</li> </ul>
<b>Housekeeping Department</b>	Guest Room Guidelines	<ul style="list-style-type: none"> <li>- Minimize the number of times to enter any guest room except for cleaning purpose or additional service requested by customer.</li> <li>- Prior to cleaning a guest room, balcony doors are to be opened to allow better ventilation and increase of air circulation.</li> <li>- PPE must be worn when cleaning rooms.</li> <li>- Enhanced cleaning protocols steps <b>“Spray – Stay – Spread – Scrub – Rinse – Dry”</b> all bathroom surfaces (toilets, sinks, countertops and fixtures) with EPA approved disinfectant chemicals.</li> <li>- Dust, clean and disinfect all hard surfaces in room with EPA approved disinfectant chemicals on high touch points (door lock, alarm clock, telephone, TV and remote control, table/chairs, trays etc).</li> </ul>
	Laundry	<ul style="list-style-type: none"> <li>- PPE must be worn at all times while in the laundry room and/or guest floors/room while collecting linen and trash.</li> </ul>

	<p>Hotel Public Area and Offices</p>	<ul style="list-style-type: none"> <li>- Enhanced cleaning protocols steps <b>“Spray – Stay – Spread – Scrub – Rinse – Dry”</b> all bathroom surfaces (toilets, sinks, countertops, floors and fixtures) with EPA approved disinfectant chemicals.</li> <li>- Public restrooms should be closed off during cleaning to avoid customers/guests entering to comply with social distancing.</li> <li>- Ensure hand soap is available and that all sinks are in working order, hand sanitizer station are in good condition for use.</li> <li>- Social distancing signage in place at all public areas.</li> <li>- 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, guest relations desk counters, elevators/buttons, door handles, public restrooms, vending machines, ice machines, room keys, locks, fitness center, business center, guest laundry room, ATM machines, stair railing and other common areas.</li> <li>- Carpet and hard surface floors can be cleaned according to normal operating procedures.</li> </ul>
	<p>Staffing and other services</p>	<ul style="list-style-type: none"> <li>- Staggering of shifts will occur to allow for distance of employees reporting to work.</li> <li>- Limited housekeeping services may be provided to occupied guest rooms.</li> </ul>
<p><b>Front Office Department</b></p>		<ul style="list-style-type: none"> <li>- All equipment (terminal, cc, computer, key machine, keyboards, safes etc.) countertops, chair, desks, walls, radios, pens will be cleaned and wiped down after use.</li> <li>- Do not share office supplies</li> <li>- Terminals at front desk should have plexiglass to divide guests from employees.</li> <li>- Floors at the lobby should have in place social distancing markers to direct guests to 6-feet apart.</li> </ul>

		<ul style="list-style-type: none"> <li>- Lobby furniture will be arrange as such to ensure distancing.</li> <li>- Signage to be displayed at the front desk and lobby for social distancing.</li> <li>- Staggered 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.</li> <li>- Disinfect terminals at the start and end of each shift. Do not share terminal.</li> <li>- Pens used by guest at registration should be wiped after each use and direct guests to hand sanitizer.</li> <li>- Key Cards will be sanitized.</li> </ul>
<b>Engineering Department</b>		<ul style="list-style-type: none"> <li>- Staggered schedules to avoid to allow for social distancing when possible, preferably one employee in the shop at a time.</li> <li>- All tools that are used will be sanitized prior to use and after.</li> <li>- Wipe down any office equipment after used, as well as touching any controls in shop/boiler room or other areas employee assigned or working.</li> </ul>
	<p>Guest Room Repair – Occupied Room In the event a repair request is called/requested</p>	<ul style="list-style-type: none"> <li>- Communicate with front desk to that prior to engineering entering there should be no guest in the room.</li> <li>- While in the room engineering employee will open balcony door to allow for air flow</li> </ul>
	<p>Guest Room Repair – Un - Occupied Room In the event a repair request is called/requested</p>	<ul style="list-style-type: none"> <li>- Unless repair is urgent engineering will begin repair 24-hours after guest has vacated room.</li> </ul>
	<p>Outlets/Offices In the event a repair request is called/requested</p>	<ul style="list-style-type: none"> <li>- Communicate with outlet manager or department manager the need to ensure 6 – feet distancing allowed to work on repair requests.</li> </ul>
<b>Sanitizing</b>		<ul style="list-style-type: none"> <li>- High touched surfaces in high traffic areas must be as needed at each shift (before and after)</li> </ul>

Management		<ul style="list-style-type: none"><li>- Manage and disseminate information to all employees from the current Guam DPHSS Memorandum.</li><li>- Promote the importance of vaccination outreach.</li><li>- Ensure all areas sanitized at regular intervals.</li><li>- Limit the number of employees to the minimum required staff can be organized into teams to reduce interactions between teams.</li><li>- Ensure to follow Local Government Guidance on use of PPE.</li><li>- Workstations should be placed in such a way that the staff are not facing each other and can maintain appropriate social distance.</li><li>- Employee breaks are monitored to prevent gatherings and enforce social distancing requirements.</li><li>- Compulsory training on COVID 19 Respiratory Viral Infection Guide for all employees before resuming work.</li><li>- Designate a Team leader to oversee all COVID related requirement and ensure implementation per established Action Plan.</li></ul>
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