



PIC CARES PROGRAM GUIDE
VERSION 4.0
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Pacific Islands Club has responded to the current pandemic brought about by Coronavirus COVID-19 by implementing new cleaning, sanitizing, and safety measures at all PIC properties through the **PIC CARES** program. The **PIC CARES** program aims to ensure new heightened cleaning, sanitizing, and safety measures are taken to care for guests and employees. The **PIC CARES** mission is to proactively look after the health, safety, and well-being of all guests and employees. The program identifies the following seven protocols.

1. Guest Protocols
2. Front Office Protocols
3. Housekeeping Protocols
4. Food & Beverage Protocols
5. Sports, Entertainment, and Activities Protocols
6. Engineering, Repair, and Maintenance Protocols
7. Heart of House Protocols

It is imperative that all PIC resorts only use hospital-grade disinfectants. All chemicals, cleaning products and respective procedures must meet guidelines set forth by United States Environmental Protection Agency (EPA), Food and Drug Administration (FDA), ServeSafe®, and Centers for Disease Control (CDC). Respective local government guidelines must also be adhered to when implementing protocols.

GUEST PROTOCOLS

Guest Protocols are required of all PIC guests. Protocols must be communicated to guests through approved signage and notices presented to guests upon check in. It is the responsibility of employees in designated areas to politely enforce guest protocols.

1. **Masks.** All guests must use a face mask or facial covering when in public areas. Masks must properly cover the nose and mouth. *Details for mask usage in the Waterpark can be found in the Sports, Entertainment, and Activities section of this document and will also be posted at the entrance to the Waterparks at all properties.*
2. **Temperature Checks.** All guests must go through a temperature check at a designated resort entrance. Anyone with a temperature of 100 degrees Fahrenheit (37.7 Celsius) or higher will be directed to a secondary location for further examination and possible off sight medical care.
3. **Physical Distancing.** All guests are encouraged to practice physical distancing by remaining 6ft/2m apart from others not travelling with them. Floor markers are visible in common areas where guests queue to assist with this effort.

4. **Sneezing/Coughing.** Please sneeze and/or cough into your elbow and be mindful and courteous of others around you. Immediate handwashing is encouraged in any of our public area restroom sinks. Hand sanitizing is also encouraged.
5. **Sanitizer Stands.** Prior to entering the resort, all guests are required to use the hand sanitizer provided at the entrance to the lobby. You will also find sanitizer stands in public areas throughout the resort. We highly encourage you to sanitize your hands as often as possible.
6. **Shoe Disinfecting.** Prior to entering the resort, all guests are required to undergo shoe disinfecting procedures.

FRONT OFFICE PROTOCOLS

The following Front Office Protocols are minimum requirements for each PIC property. All PIC properties must use hospital-grade disinfectants. All chemicals, cleaning products and respective procedures must meet guidelines set forth by the United States Environmental Protection Agency (EPA). Respective local government guidelines must also be adhered to when implementing protocols.

Guest Related:

1. **Thermal Cameras.** Points of entry in the lobby will be limited to allow resort's Bell Services team to conduct non-invasive temperature checks utilizing thermal cameras. Anyone displaying a temperature over 100.0 Fahrenheit (37.7 Celsius) will be taken to a private area for a secondary temporal temperature screening. Guests confirmed to have a temperature over 100.0 Fahrenheit (37.7 Celsius) will not be allowed entry to the property and will be directed towards appropriate medical care.
2. **Physical Distancing.** Guests will be advised to practice physical distancing by standing at least 6ft/2m away from other groups of people not traveling with them while standing in line at the Front Desk, Concierge and/or Guests Services Desk, and all other counters that may require guests queue. Floor markers will be placed in these areas to assist guests with proper distancing. A lobby greeter will help monitor the queue and ensure that physical distancing measures are followed.

Elevators will have a maximum capacity of 4 people or only permit single-family use. Signage will be in place. Guests will also be advised to practice physical distancing when standing in lines at the elevators or moving around public areas of the resort.

All guest transportation vehicles will have a clear barrier for driver's seat. This may or may not be in the form of plexiglass but must provide a safe environment for the driver and other passengers. The front seat will not be available for guest use. Valet service will be suspended until further notice.

- 3. Signage.** Signage promoting good health and hygiene will be in place. Signage promoting guest protocols such as the use of masks will be in place. Signage requesting cooperation to abide by elevator capacity limits will be in place.
- 4. Cleaning and Sanitizing Protocols.** The Front Desk, Concierge and/or Guest Services Desk, Royal Tower Customer Service Center Desks, Day Guest Counter, and Bell Desk will be cleaned and sanitized a minimum of two times in one hour. All bell service carts and wheel chairs will be cleaned and sanitized after each guest is assisted.

Royal Tower Customer Service Center – PIC Guam only

All guest transportation vehicles will be cleaned and sanitized after each guest transfer.

- 5. Hand Sanitizer Dispensers.** Automatic hand sanitizer dispensers will be placed throughout the lobby at key areas including the Front Desk (at the beginning of the line), the main entrance to the lobby, and by all elevator landings.
- 6. Reduce and Sanitize Touch Points.** Guest folio will be emailed to guest at time of check out unless there is a specific request for a hard copy. Credit card payment is highly recommended. Cash payment should be exchanged using a cash tray. Cash tray and pens are sanitized after each use. All guest room keys and pool towel cards must be sanitized before handing over and in front of guest.

Employee Related:

PIC CARES Front Office Protocols may require training for new procedures, use of equipment, cleaning products, and/or PPE. Respective training must be incorporated into the department's training schedule.

- 1. Physical Distancing.** Front Desk Agents will utilize every other workstation to ensure appropriate distancing between employees. There will be a maximum of three employees at the Front Desk at any given time.

The use of a numbered ticket system may be used. This will alleviate lines and allow guests to sit comfortably until an agent is ready to assist them.

Elevators will have a maximum capacity of 4 people or only permit single-family use. Signage will be in place. Guests will also be advised to practice physical distancing when standing in lines at the elevators or moving around public areas of the resort.

All guest transportation vehicles will have a clear barrier for driver's seat. This may or may not be in the form of plexiglass but must provide a safe environment for the driver and other passengers. The front seat will not be available for guest use. Valet service will be suspended until further notice.

- 2. Hand Sanitizer Dispensers.** There will be two wall mounted hand sanitizer dispensers placed in the back office for Front Office employees to use. Suggested areas included beside time clocks, near employee entrance/exit, or other high traffic area.
- 3. Plexiglass.** Plexiglass will be installed at the Front Desk, Concierge and/or Guest Services Desk, Royal Tower Customer Service Center Desk, Bell Desk Counter, Day Guest Counter, and all other desks used to service guests. This is to help maintain a safe distance between the employee and the guest. This is also a countermeasure to help prevent any air particles from being transmitted.

Royal Tower Customer Service Center – PIC Guam only

- 4. Personal Protective Equipment (PPE).** All Front Desk, Guest Services, and Bell Service employees will be required to wear appropriate PPE when working to include mask. Bell Service employees will be required to wear gloves that can be frequently sanitized with alcohol. Any employee escorting a guest to his or her room or making a delivery must use gloves.
- 5. Cleaning and Sanitizing Protocols.** The Front Desk, Concierge and/or Guest Services Desk, Royal Tower Customer Service Center Desks, Day Guest Counter, and Bell Desk will be cleaned and sanitized a minimum of two times in one hour.

Royal Tower Customer Service Center – PIC Guam only

The Front Desk telephones, keyboards, and workstations will be sanitized periodically. The bell carts will also be sanitized after each guest is assisted. All bell service carts and wheel chairs will be cleaned and sanitized after each guest is assisted. The Bell Service Storage Room door and back office doors will be sanitized every hour.

All guest transportation vehicles will be cleaned and sanitized after each guest transfer.

- 6. Reduce and Sanitize Touch Points.** Guest folio will be emailed to guest at time of check out unless there is a specific request for a hard copy. Credit card payment is highly recommended. Cash payment should be exchanged using a cash tray. Cash tray and pens are sanitized after each use. All returned guest room keys and pool towel cards will be cleaned and disinfected immediately during check out by the front desk agent.

HOUSEKEEPING PROTOCOLS:

The following Housekeeping Protocols are minimum requirements for each PIC property. All PIC properties must use hospital-grade disinfectants. All chemicals, cleaning products and respective procedures must meet guidelines set forth by United States Environmental Protection Agency (EPA) and Centers for Disease Control (CDC). Respective local government guidelines must also be adhered to when implementing protocols.

Guest Related:

1. **Use of Disinfection Machines.** Disinfection machines must be in place for cleaning Public Areas. Public Area Attendants will utilize spray three times in a day when cleaning all Public Areas.
2. **Cleaning Products & Protocols.** Additional steps are added to current rigorous cleaning protocols, requiring that surfaces are thoroughly treated with hospital-grade disinfectants and that cleaning is done with increased frequency. In addition, the chemicals being utilized must be within guidelines set by the CDC and meet the criteria for EPA list of registered antimicrobial products.
3. **Hand Sanitizer.** Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contract areas such as driveways, reception areas, resort lobbies, restaurant entrances, meeting spaces, elevator landings, Waterpark (pools and activities), and fitness centers or exercise areas.
4. **Room Recovery Protocol.** In the event of a presumptive case of COVID-19 the respective guestroom will be removed from service and quarantined. The guestroom will not be returned to service until the case has been confirmed or cleared. Room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert. Follow existing protocol/guidelines identified in resort's Pandemic Plan.
5. **Public Area Duties.** The cleaning and sanitizing of all Public Areas must be done on a regular basis. Public Areas identified are as follows:
 - Guest Elevators
 - Restaurant Doors (in coordination w/ F&B Team)
 - Employee Cafeteria (in coordination w/ F&B Team)
 - Guest Restrooms (PA Attendant to sanitize all guest restrooms every 30 minutes, and to utilize Sanitizing Log to track completion times)
 - Employee Restrooms
 - Lobby Furniture
 - Exit Stairs and Handrails
6. **Room Attendants.** The cleaning and sanitizing of all guestrooms will undergo additional requirements while being mindful of physical distancing.
 - All guestroom doors will be sealed with a PIC CARES clean zone label after it has been cleaned and sanitized. This will ensure only guests occupying the rooms will enter the room after it has been cleaned and sanitized.
 - Turndown to sanitize all carts, baskets, trolleys, and equipment at the end of each shift.
 - Guestrooms will only be cleaned when not occupied by guest. Should room be occupied, room attendant will return at a later time.
 - All high touch items to include TV Remote, Do Not Disturb Sign, Wifi Card, Notepad and Pen will be cleaned and disinfected then placed into a clean sealed bag. Bag will be placed in guestroom before check in.
 - Extra pillows and blankets previously stored in the guestroom closets will be removed and available upon guest request.

- Biodegradable, disposable cups will replace all coffee mugs and bathrooms cups placed in the guest rooms.
- Specific sanitation consideration will be paid to the following guest rooms areas:
 1. Room Furniture
 2. Phones
 3. Thermostats
 4. Cabinetry pulls and hardware
 5. Doors & doorknobs
 6. Bathroom vanities and accessories
 7. Bathroom fixtures and hardware
 8. Mini fridge accessories
 9. Mini fridge fixtures and hardware
 10. Windows, mirror, and frames
 11. Lights and lighting controls
 12. Closets, hangers and other amenities

Employee Related:

PIC CARES Housekeeping Protocols may require training for new procedures, use of equipment, cleaning products, and/or PPE. Respective training must be incorporated into departments training schedule.

1. **Personal Protective Equipment (PPE).** All employees to receive the following:
 - Mask-disposable- to be changed out every 4 hours
 - Gloves-disposable
 - Shoe Covers-disposable – or shoe disinfectant prior to entering guestrooms or hallways
2. **Employee Briefings & Trainings.** To practice physical distancing as best as possible, briefings and trainings for Housekeeping employees will at minimum, following the following protocols:
 - Room Attendants
 1. Divide employees into two groups during briefing and collection of room assignments, keys, and baskets
 2. Two separate briefings conducted at the same time but in different locations
 3. All employees must practice physical distancing during briefings as best as possible
 - Public Area Attendants, House Person, Inspectors, and Turndown Attendants
 1. All employees must practice physical distancing during briefings as best as possible
3. **Signage.** Signage promoting good health and hygiene will be in place. Signage promoting the proper way to wear, handle, and dispose of mask and gloves will be in place.

FOOD & BEVERAGE PROTOCOLS:

The following Food & Beverage Protocols are minimum requirements for each PIC property. All PIC properties must use hospital-grade disinfectants. All chemicals, cleaning products and respective procedures must meet guidelines set forth by United States Environmental Protection Agency (EPA), Food and Drug Administration (FDA), and Centers for Disease Control (CDC). Respective local government guidelines must also be adhered to when implementing protocols.

Guest Related:

1. **Hand Sanitizer Dispensers.** Hand sanitizer dispensers will be placed at the entrance to every outlet.
2. **Catering, Banquets, Buffets.** All buffet and self-serve style events are to be suspended unless permitted by local officials. All food and beverage items are to be individually plated and served. Salad bars and buffets, when permitted to operate by local officials, will follow procedural changes. Masks must be worn by every guest when in the buffet area. All service utensils must be changed, washed, and sanitized frequently. An appropriate number of serving utensils must be available to provide proper sanitization times between uses of each item. Alternatively, cafeteria style (worker served) is permissible with appropriate barriers in place. Additionally, all condiments are to be served in single use containers (either disposable or washed after each use).
3. **Indoor/Outdoor Dining.** All indoor and outdoor dining protocols are to reflect guidance's provided by the local government. Party size, table limits, and reservation restrictions are solely determined by the local government. Masks must be worn by every guest when not seated and when speaking to staff. All service utensils must be changed, washed, sanitized, and sealed whenever possible and as frequently as possible.
4. **Take-Out/Curbside Service, Delivery Service.** Take-Out/Curbside service and Delivery service protocols are to reflect guidance's provided by the local government. Single use containers, cutlery, and portioned condiments should be used for all orders. All sanitation touch points (doors, credit card books, etc) must be sanitized between each guest interaction. Curbside service is highly encouraged for all interactions. Outdoor seating areas are to be utilized as waiting areas for all take-out orders.
5. **Physical Distancing.** Seating arrangements in all outlets will be redesigned to ensure at least 6ft/2m spacing is granted between groups of guests not travelling together. This may be done through complete floor plan reconfiguration or by closing every other table or booth.

Maximum occupancy for each restaurant outlet will be capped at 50% unless designated otherwise by the local government. Additional physical distancing protocol suggested by the FDA and CDC may be adopted.

All outlets will establish physical distancing spacing at entry areas with the use of floor markers. Physical distancing signage will be placed at the entry areas of each outlet.

6. **Signage.** Signage promoting good health and hygiene will be in place. Signage promoting guest protocols such as the use of masks will be in place. Physical distancing signage will be placed at the entry areas of each outlet.
7. **Acrylic Barriers.** Acrylic barriers will be installed at all cashier stands to ensure proper protection for guests and employees in areas where the 6ft/2m of separation requirement may not be possible.
8. **Reduce and Sanitize Touch Points.** Credit card payment is highly recommended. Cash payment should be exchanged using a cash tray if payment is made at cashier. Check presenter, cash tray and pens are sanitized after each use.

Restaurants, when possible, will use disposable menus or provide QR Codes for digital access. If not possible, all menus must be cleaned and sanitized after each use.

Employee Related:

PIC CARES Food & Beverage Protocols may require training for new procedures, use of equipment, cleaning products, and/or PPE. Respective training must be incorporated into the department's training schedule.

1. **Hand Sanitizer Dispensers.** Hand sanitizer dispensers will be placed at the entrance to every outlet and at all POS terminals.
2. **Catering, Banquets, Buffets.** All buffet and self-serve style events are to be suspended until permitted by local officials. All food and beverage items are to be individually plated and served. Salad bars and buffets, when permitted to operate by local officials, will follow procedural changes. Masks must be worn by every guest when in the buffet area. All service utensils must be changed, washed, and sanitized frequently. An appropriate number of serving utensils must be available to provide proper sanitization times between uses of each item. Alternatively, cafeteria style (worker served) is permissible with appropriate barriers in place. Additionally, all condiments are to be served in single use containers (either disposable or washed after each use).
3. **Indoor/Outdoor Dining.** All indoor and outdoor dining protocols are to reflect guidance's provided by the local government. Party size, table limits, and reservation restrictions are solely determined by the local government. Masks must be worn by every guest when not seated and when speaking to staff. All operations must reflect local health administration protocols for indoor/outdoor dining.
4. **Take-Out/Curbside Service, Delivery Service.** Take-Out/Curbside service and Delivery service protocols are to reflect guidance's provided by the local government. Single use containers, cutlery, and portioned condiments should be used for all orders. All sanitation touch points (doors, credit card books, etc) must be sanitized between each guest interaction. Curbside service is highly encouraged for all interactions. Outdoor seating areas are to be utilized as waiting areas for all take-out orders. All operations must reflect local health administration protocols for take-out, curbside and delivery services.

5. **Cleaning & Sanitizing Protocol.** Dining tables, bar tops, chairs and all other contact surfaces must be cleaned then sanitized after each guest use. Space must be left vacant to properly dry before seating another party. The use of disinfection machines on serving utensils and guest contact surfaces (countertops, seating, tables, etc.) are required at the end of each service period.

Servers must sanitize their hands before and after each use of the POS terminals or handheld bank devices. POS terminals are to be sanitized a minimum of one time per hour and at the end of each serving period. Direct spraying of sanitizer on the equipment is prohibited.

Host Podiums / Cashier Counters including all associated equipment are to be sanitized a minimum of one time per hour. All service stations, service carts, beverage stations, and counters, are to be sanitized a minimum of one time per hour. Storage containers, utensils and equipment are to be sanitized before and after each use in accordance with ServSafe® practices and practices as established by the FDA. The use of UV lamp decontamination wands on high contact areas, utensils, and surfaces are required at the end of each service period.

High contact surfaces such as doors, refrigerator handles, cabinet handles are to be clean and sanitized a minimum of one time per hour. All kitchens and equipment are to be deep cleaned and sanitized at the end of final serving period. An ATP Device will be used in all areas after they are cleaned and sanitized.

6. **Physical Distancing.** Seating arrangements in all outlets will be redesigned to ensure at least 6ft/2m spacing is granted between groups of guests not travelling together. This may be done through complete floor plan reconfiguration or by closing every other table or booth.

Maximum occupancy for each restaurant outlet will be capped at 50% unless designated otherwise by the local government. Additional physical distancing protocol suggested by the FDA and CDC may be adopted.

All outlets will establish physical distancing spacing at entry areas with the use of floor markers. Outlets will provide one-way entrance and exit traffic flow where applicable.

7. **Signage.** Signage promoting good health and hygiene will be in place. Signage promoting guest protocols such as the use of masks will be in place. Physical distancing signage will be placed at the entry areas of each outlet.
8. **Acrylic Barriers.** Acrylic barriers will be installed at all cashier stands to ensure proper protection for guests and employees in areas where the 6ft/2m of separation requirement may not be possible.
9. **Personal Protective Equipment (PPE).** All Food & Beverage employees will be required to wear appropriate PPE when working including a mask and gloves.
10. **Reduce and Sanitize Touch Points.** Credit card payment is highly recommended. Cash payment should be exchanged using a cash tray if payment is made at cashier. Check presenter, cash tray and pens are sanitized after each use.

Restaurants, when possible, will use disposable menus or provide QR Codes for digital access. If not possible, all menus must be cleaned and sanitized after each use.

SPORTS, ENTERTAINMENT & ACTIVITIES PROTOCOLS

The following Sports, Entertainment & Activities Protocols are minimum requirements for each PIC property. All PIC properties must use hospital-grade disinfectants. All chemicals, cleaning products and respective procedures must meet guidelines set forth by United States Environmental Protection Agency (EPA) and Centers for Disease Control (CDC). Respective local government guidelines must also be adhered to when implementing protocols.

Guest Related:

- 1. Masks.** Guests will not be required to wear a mask or facial covering when in the Waterpark for swimming, sunbathing, and/or Waterpark activities. This also applies to guests on the beach. Certain activities may require the use of a mask. Signage will be posted in these respective areas and masks will be provided. Kids Club facility will require the use of a mask for all children. Parents will need to use a mask during registration drop off and pick up.
- 2. Physical Distancing.** Guests will be advised to practice physical distancing by standing at least 6ft/2m away from other groups of people not traveling with them while standing in line at the Centers, Counters, and any area requiring guests to stand in line. Floor markers will be placed on the ground to assist with physical distancing in these areas. Clubmates will be monitoring the queue and ensure that physical distancing measures are followed.

Lounge chairs on the pool deck and beach areas will be in groups of four. These groups will be separated by a minimum of 6ft/2m. Property must identify a maximum number of guests able to participate in lessons and activities so physical distancing can be possible.

Shows, entertainment, and activities will be modified to adhere to physical distancing. This may require no audience participation and/or engagement of any sort.

- 3. Hand Sanitizer Dispensers.** Hand sanitizer dispensers will be placed throughout the Waterpark at all key areas including all Centers, Counters, and Game Room.
- 4. Signage.** Health and hygiene reminders will be placed at all Centers, Counters, and Game Room. Signage will be in place reminding guests to use their mask when possible.
- 5. Personal Protective Equipment (PPE).** All SEA employees will be required to wear appropriate PPE when working including a mask and gloves. Lifeguards will not be required to wear PPE as it may hamper their ability to ensure guest safety.
- 6. Cleaning and Sanitizing Protocols.** Employees will periodically sanitize lounge chairs, life jackets, lockers, and recreational equipment.

All counters will be cleaned then sanitized a minimum of one time per hour. All lounge chairs will be cleaned and sanitized at the end of each day. Lifeguard stands will be sanitized upon rotation. Kids Club and Little Kids Club will sanitize at the beginning and end of each session.

Guests are required to use footwear when inside restrooms and locker rooms. Appropriate signage will be in place.

During operational hours, a Clubmate will be designated to sanitizing duties for Fitness Center, Game Room and other high touch areas. Sanitary wipes will be available at the Fitness Center. All areas and equipment will be sanitized monthly with disinfectants to prevent contamination.

All costumes will be laundered and sanitized after use. Tech booth, stage area and dressing rooms will be sanitized after each show.

7. **Reduce and Sanitize Touch Points.** Room keys and/or pool towel cards taken at any of the centers will be sanitized prior to being returned. Upon presenting pool towel cards guests will be able to retrieve new and/or return used towels without person to person contact. Every piece of recreational equipment must be sanitized in front of the guest prior to the hand off.
8. **Kids Club & Little Kids Club.** All children participating in Kids Club & Little Kids Club will always need to use a mask. Cloth or reusable masks are recommended. Parents will need to use a mask during registration and drop off and pick up.

Kids Club & Little Kids Club facilities to include flooring, furniture, doors and doorknobs, toys, supplies, and equipment will be cleaned and sanitized at the beginning and end of each day. Additional cleaning and sanitizing will be done to these areas before and after each activity. Extra toys and supplies will be available to allow items to properly dry.

Kids Club & Little Kids Club capacity will be reduced to 50% unless otherwise instructed by local government authorities. More outdoor activities will be incorporated to daily activities schedule. Children will practice routine hand washing and/or use of hand sanitizer with Clubmate supervision. Footwear will be required to enter and use restrooms. Signage will be in place communicating health and hygiene reminders.

Lunch will be provided to Kids Club participants in the Kids Club facility or in a designated eating area. Lunch will be served in individual disposable boxes with disposable utensils. Children will be required to wash their hands before and after eating lunch. Clubmates will assist in supervising all hand washing to ensure it is done properly. Clubmates will use gloves when issuing lunch boxes. No outside food allowed for Kids Club participants.

Little Kids Club participants can provide personal snacks, meals, and drinks. Drinks may be in a disposable package, kids cup, or baby bottle. No meals or snacks are provided by Little Kids Club.

Little Kids Club – PIC Guam only

Employee Related:

PIC CARES Sports, Entertainment & Activities Protocols may require training for new procedures, use of equipment, cleaning products, and/or PPE. Respective training must be incorporated into the department's training schedule.

1. **Physical Distancing.** Guests will be advised to practice physical distancing by standing at least 6ft/2m away from other groups of people not traveling with them while standing in line at the Centers, Counters, and any area requiring guests to stand in line. Floor markers will be placed on the ground to assist with physical distancing in these areas. Clubmates will be monitoring the queue and ensure that physical distancing measures are followed.

Lounge chairs on the pool deck and beach areas will be in groups of four. These groups will be separated by a minimum of 6ft/2m. Property must identify a maximum number of guests able to participate in lessons and activities so physical distancing can be possible.

Shows, entertainment, and activities will be modified to adhere to physical distancing. This may require no audience participation and/or engagement of any sort.

2. **Hand Sanitizer Dispensers.** Hand sanitizer dispensers will be placed throughout the Waterpark at all key areas including all Centers, Counters, and Game Room.
3. **Signage.** Health and hygiene reminders will be placed at all Centers, Counters, and Game Room. Signage will be in place reminding guests to use their mask when possible.
4. **Personal Protective Equipment (PPE).** All SEA employees will be required to wear appropriate PPE when working including a mask and gloves. Lifeguards will not be required to wear PPE as it may hamper their ability to ensure guest safety.
5. **Cleaning and Sanitizing Protocols.** Employees will periodically sanitize lounge chairs, life jackets, lockers, and recreational equipment.

All counters will be cleaned then sanitized a minimum of one time per hour. All lounge chairs will be cleaned and sanitized at the end of each day. Lifeguard stands will be sanitized upon rotation. Kids Club and Little Kids Club will sanitize at the beginning and end of each session.

Clubmates are required to use footwear when inside restrooms and locker rooms.

During operational hours, a Clubmate will be designated to sanitizing duties for Fitness Center, Game Room and other high touch areas. Sanitary wipes will be available at the Fitness Center. All areas and equipment will be sanitized monthly with disinfectants to prevent contamination.

All entertainment costumes will be laundered and sanitized after use. All Clubmate accessories and props used for entertainment must be cleaned and sanitized after each use.

PIC Guam Only - Each Island Show Entertainer must have a personal set of costumes and accessories. All costumes and adornments must be cleaned and sanitized regularly. Footwear must always be worn unless when performing on stage. Tech booth, locker room, stage floor,

stage rails and dressing rooms will be cleaned and sanitized after each show. Physical distancing must be practiced when conducting briefings and cast meetings.

6. **Reduce and Sanitize Touch Points.** Room keys and/or pool towel cards taken at any of the centers will be sanitized prior to being returned. Upon presenting pool towel cards guests will be able to retrieve new and/or return used towels without person to person contact. Every piece of recreational equipment must be sanitized in front of the guest prior to the hand off.
7. **Kids Club & Little Kids Club.** All children participating in Kids Club & Little Kids Club will always need to use a mask. Cloth or reusable masks are recommended. Parents will need to use a mask during registration and drop off and pick up.

Kids Club & Little Kids Club facilities to include flooring, furniture, doors and doorknobs, toys, supplies, and equipment will be cleaned and sanitized at the beginning and end of each day. Additional cleaning and sanitizing will be done to these areas before and after each activity. Extra toys and supplies will be available to allow items to properly dry.

Kids Club & Little Kids Club capacity will be reduced to 50% unless otherwise instructed by local government authorities. More outdoor activities will be incorporated to daily activities schedule. Children will practice routine hand washing and/or use of hand sanitizer with Clubmate supervision. Footwear will be required to enter and use restrooms. Signage will be in place communicating health and hygiene reminders.

Lunch will be provided to Kids Club participants in the Kids Club facility or in a designated eating area. Lunch will be served in individual disposable boxes with disposable utensils. Children will be required to wash their hands before and after eating lunch. Clubmates will assist in supervising all hand washing to ensure it is done properly. Clubmates will use gloves when issuing lunch boxes. No outside food allowed for Kids Club participants.

Little Kids Club participants can provide personal snacks, meals, and drinks. Drinks may be in a disposable package, kids cup, or baby bottle. No meals or snacks are provided by Little Kids Club.

Little Kids Club – PIC Guam only

ENGINEERING, REPAIR, & MAINTENANCE PROTOCOLS:

PIC CARES Engineering, Repair, & Maintenance Protocols may require training for new procedures, use of equipment, cleaning products, and/or PPE. Respective training must be incorporated into departments training schedule. Respective local government guidelines must also be adhered to when implementing protocols.

1. **Guest Room Calls.** All guest room calls will adhere to the following procedures as it relates to additional cleaning and sanitizing protocols and the practice of physical distancing:
 - Cleaning & Sanitizing Protocols. Staff will wear full PPE as they enter the room to include Face Shield or Face Mask and Clear Eye Protection, Gloves, Shoe covering. Tool bags and carts will be left in the hallway during service calls. Staff will have an aerosol disinfectant in their tool

cart. They will spray the area to be worked on prior to touching any surface within an occupied room. The surface will be cleaned and sanitized once the work is completed. Work notices will not be left in rooms during this period.

- Physical Distancing Protocols. Unless the work task requires more than one person to safely perform the duty, calls will be restricted to one person at a time. No shadowing will be allowed during this time. All shared tools or equipment will be sanitized after each use, including hotSOS devices and two-way radios. All keys and key cards will be sanitized after they are returned

2. Common Area Repairs. All common area repairs will adhere to the following procedures as it relates to additional cleaning and sanitizing protocols and the practice of physical distancing:

- Cleaning & Sanitizing Protocols. Staff will wear full PPE as they enter the room to include Face Shield or Face Mask and Clear Eye Protection, Gloves, Shoe covering. Tool bags and carts will be secured in a common area during service calls- this is to reduce picking up or leaving any foreign debris. Staff will have an aerosol disinfectant in their tool cart. They will spray the area to be worked on prior to touching any surface within an occupied room. The surface will be cleaned and sanitized once the work is completed.
- Physical Distancing Protocols. unless the work task required more than one person to safely perform the duty, calls will be restricted to one man at a time. Safe work barricades may be used if guests or other staff may be near the work area. No shadowing will be allowed during this time. All Shared Tools or Equipment will be sanitized after each use.

3. HVAC Systems. All HVAC repairs will adhere to the following procedures at it relates to additional cleaning and sanitizing protocols and the practice of physical distancing:

- Cleaning & Sanitizing Protocols. Quarterly deep cleaning will be done for each AHU or FCU. Staff will wear full PPE as they enter the room to include Face Shield or Face Mask and Clear Eye Protection, Gloves, Shoe covering. Tool bags and carts will be secured in a common area during service calls- this is to reduce picking up or leaving any foreign debris. Staff will have an aerosol disinfectant in their tool cart. They will spray the area to be worked on prior to touching any surface within an occupied room. The surface will be cleaned and sanitized once the work is completed.
- Guestroom. UV technology will be the primary source of sanitization for HVAC systems in guestrooms. Sanitizer spray will be used as an additional sanitizing measure. Filters will be visually checked before a guest checks in and cleaned on a quarterly basis.

- **Public Area.** UV technology will be the primary source of sanitization for HVAC systems in public areas. Each HVAC system in restaurants, banquet rooms, meeting rooms, and office spaces will be sanitized after each meal period and/or gathering. Sanitizer spray will be used as an additional sanitizing measure.
- **Physical Distancing Protocols.** Unless the work task required more than one person to safely perform the duty, calls will be restricted to one man at a time. Safe work barricade may be used if guests or other staff may be near the work area. No shadowing will be allowed during this time. All Shared Tools or Equipment will be sanitized after each use.

4. Swimming Pools. Water testing for all swimming pools at PIC properties will be conducted three times daily. Periodical super chlorination practice will be frequently conducted.

PIC HEART OF HOUSE:

PIC CARES will play an integral role in our duties and responsibilities as a PIC employee. All employees must adhere to all additional measures outlined in **PIC CARES**. The following employee protocols are required of all PIC employees. Some departments may require additional protocols for employees in specific areas and while conducting specific duties. Respective local government guidelines must also be adhered to when implementing protocols.

PIC Employee Protocols:

1. All employees must be fully aware of the importance and requirements of the **PIC CARES** program. All employees must sign the **PIC CARES** program policy form.
2. All employees must enter through the loading dock and have their temperature taken by a designated security personnel.
3. All employees must use a mask when on the property. Mask must properly cover nose and mouth.
4. All employees are required to undergo shoe disinfectant procedures before entering the resort.
5. All employees must use hand sanitizer before entering the resort.
6. All employees must use hand sanitizer before clocking in. Hand sanitizer dispensers are located beside each biometric clock.
7. All employees must regularly wash their hands with soap regularly for at least 20 seconds. If hand washing is out of reach, employees must use hand sanitizer especially before and after a transaction with a guest or fellow employee.
8. All employees with individual workstations and company issued mobile phones must routinely clean and sanitize their items.
9. All shared office equipment to include but not limited to copiers, printers, key encoders, keyboards, monitors, and telephones must be sanitized frequently.
10. Hand sanitizer dispensers must be installed at the entrance to each administrative office. Hand sanitizer must be applied before entering administrative office.
11. Administrative Offices and meeting spaces must be regularly cleaned and disinfected.
12. Employee lockers must be cleaned and sanitized at the end of each shift.
13. All employees must adhere to physical distancing whenever possible and refrain from unnecessary congregating.

14. All employees must be mindful when they sneeze and/or cough and are asked to do so into their elbow.
15. All employees are required to maintain good hygiene.
16. Employees are asked to stay home if they feel sick or display any fever-like symptoms.

PIC Deliveries and Contractors Protocols:

1. All individuals must enter through the loading dock and have their temperature taken by a designated security personnel.
2. All individuals must use a mask when on the property. Mask must properly cover nose and mouth.
3. All individuals are required to undergo shoe disinfectant procedures before entering the resort.
4. All individuals must use hand washing station or hand sanitizer before entering the resort.
5. All individuals must adhere to physical distancing whenever possible and refrain from unnecessary congregating.
6. All individuals must be mindful when they sneeze and/or cough and are asked to do so into their elbow.
7. All individuals are required to maintain good hygiene.
8. All individuals are asked to refrain from entering the property if they feel sick or display any fever-like symptoms.

Employee Cafeteria Protocols:

1. Self-service may be permissible for pre-packaged food with the use of proper facial covering and gloves. Any self-service setup must be monitored by designated staff.
2. Plates distribution will be controlled and monitored by cafeteria attendant.
3. All food items will be individually packaged in single use containers.
4. Food warmers will be sanitized at minimum once per hour and logged by a supervisor or manager.
5. Disposable single use cups will be used for beverages.
6. Prepackaged plastic flatware will be used in place of other utensils.
7. Sneeze guards to be installed where needed.
8. Physical distancing measures must be in place.

*All content used in signage and any guest notices must be approved by KREL. This is to ensure the brand conveys a consistent message and in a consistent voice. Signage must follow brand guidelines. **PIC CARES** brand identity material is available to include logos, color palette guide, and signage templates.*

*Protocols in the **PIC CARES** Program may be modified alongside changes in pandemic conditions and requirements set forth by health and government organizations worldwide and in respective countries where PIC Resorts operate. Worldwide supply of essential products, equipment, and material may also require protocol modifications.*

Contact KREL for questions or concerns.

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