



HEALTH & SANITATION PROGRAM

Revised for re-opening after COVID-19 crisis, 2020.

We are closely monitoring Aruba's government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures.

This program has been developed following **WHO (World Health Organization)** advices, **IHG guidelines**, **Cristal America** standards protocol, and has been adapted to our environment.

- **ARUBA AND HOTEL SITUATION**

As of April 1, 2020, Aruba's tourism industry has shut down as the Government attempts to slow the rate of infections from the COVID19 virus.

Updated information over COVID-19 numbers in Aruba can be read here:

<https://www.visitaruba.com/news/general/corona-virus-and-travel-to-aruba/>

<https://www.arubacovid19.org/>

By way of background:

On March 15th regulations were put in place regulating the entry of visitors.

On March 21st the Aruban border was closed indefinitely to incoming visitors and returning residents. On the same date a curfew from 9 pm until 6 am was implemented.

On Sunday March 29th a Shelter in Place order was implemented whereby the population was confined to their homes. No date was given when this order would be lifted. All bars, restaurants, nightclubs, casinos, stores, malls, and other related facilities were deemed non-essential and were closed.

The airline industry responded to these regulations, and to other similar regulations being implemented elsewhere, by almost immediately suspending air service to Aruba.

More than 90% of airline capacity has been lost.

As of April 23, 2020, due to government decision, borders will remain closed until May 31st, 2020.

Holiday Inn resort Aruba close its doors on March 23, 2020 and will be ready to reopen as soon as guests can arrive to Aruba from abroad.

All 260 direct employees and all contractors are working in the property without guests, have been equipped with standard PPE, and shift coordinators are assuring social distancing measures during their duties.

- **EMPLOYEES AND GUEST HEALTH**

The health and safety of our employees and guests is our number one priority. Following measures have been putted in place in order to assure social distancing and highest hygiene measures in all resort areas, reducing to minimum every risk related to contagion and cross contamination.

Infrared Approach Thermometers. Points of entry will be limited to allow our security team to conduct non-invasive temperature checks utilizing approach thermometers. Anyone displaying a temperature over 100.0°F will be taken to a private area for a secondary temporal temperature screening. Employees or guests confirmed to have a temperature over 100.0°F will not be allowed entry to the property and will be directed towards appropriate medical care.

Physical Distancing. Guests will be advised at check in and by correct signage all over resort areas to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Restaurant tables and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All resort outlets will comply with, or exceed, local mandated occupancy limits.

Hand Sanitizer. Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobby, restaurant entrances, meeting and convention spaces, elevator landings, pools, Gym.

Front of the House Signage. There will be health and hygiene reminders in the lobby and check-in area and throughout the property, including the proper way to wear, handle and dispose of masks. Informative Screens will be also used to show information about social distancing and health advices.

Back of the House Signage. Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves, wash hands, sneeze and to avoid touching their faces.

Employee & Guest Health Concerns. Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property. We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager, and will be not allowed to enter to the property.

Case Notification. Following standard procedure, issued by Minister of health of Aruba (see protocol attached to this document)

- **EMPLOYEES RESPONSABILITIES**

Holiday Inn Aruba's employees are vital for an effective sanitation and health program.

Hand Washing. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All HIAUA employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.

COVID-19 Training. All employees have been received and will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Front Desk, and Security.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee will be provided a personal mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them, including housekeeping and public area attendants, Food & Beverage team, security officers in direct contact with guests.

Daily Pre-Shift & Timekeeping. Employee pre-shift meetings will be conducted in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors and other areas. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated.

- **THE GUEST JOURNEY**

Guest Arrival.

A security officer will greet each visitor to the resort. Visitors will be screened and asked to use hand sanitizer. Appropriate signage will also be prominently displayed outlining health advices and current physical distancing practices in use throughout the resort.

- i. Guests will enter the resort through main lobby entrance.
- ii. Employees will not open the doors of cars or taxis.
- iii. Guests requesting bell service will be assisted and the bell cart will be sanitized after each guest is assisted.

Check in.

Guests will be conducted to check in area where different counters will be available, and queue zone will be marked by floor strips. Front desk staff will wear mask and gloves, and counters will be protected by a plexiglass for employees and guest's safety.

Any item used during check-in process as pen used to sign registration card, will be sanitized before any use, and thrown by guest in a box.

An employee will be in charge to control that guests will maintain social distancing during this process in the lobby.

Guest Elevators.

- a) An employee will be present to sanitize the button panels at regular intervals, at least once per hour.
- b) Signage will be posted to explain the current procedures.
- c) No more than four guests will be permitted per elevator.
- d) Hand sanitizer dispenser will be present at any elevator landing.

Guest Sanitation Amenities

- a) Each guest will receive an amenity bag during check-in containing mask and a COVID-19 awareness card.
- b) A spray bottle of sanitizer or wipes will be provided in each room for guest use (subject to availability and stored out of reach of small children).

Cleaning Products and Protocols

Our hotels use cleaning products and protocols which meet IHG guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Public Spaces and Communal Areas. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, gym equipment, dining surfaces and seating areas.

Guest Rooms. Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

IHG way of clean procedures, and Cristal America protocols for Room Check program assuring highest level of hygiene.

Laundry. All bed linen and laundry will be changed as usual and continue to be washed at a high temperature and in accordance with WHO, IHG and Cristal America guidelines. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

Back of the House. The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, offices, kitchens, Employee Relations service desks and training classrooms.

Shared Equipment. Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) will be discontinued.

Room Recovery Protocol. In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert.

Air Filter and HVAC Cleaning. The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

Physical Distancing. Throughout the resort we will meet or exceed state and local health authority guidelines on proper physical distancing.

Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, coffee shops and casual dining and taxi lines.

Hotel Front Desk, Business Center and Concierge. Agents will utilize every other workstation to ensure separation between employees and guests whenever possible.

Restaurants and Bars. Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests.

Meeting and Convention Spaces. Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

Retail Spaces. In coordination with our retail partners and tenants, guest occupancy limits will be enforced to allow for appropriate distancing at our retail spaces.

Pools. Pool seating will be configured to allow for at least six feet of separation between groups of guests.

Back of the House. Physical distancing protocols will be used in the employee dining rooms, training classrooms, shared office spaces, and other high-density areas in order to ensure appropriate distancing between employees.

- **DEPARTMENT SPECIFIC SANITIZATION POLICIES**

Additional department and protocols are under review and will be added/modified as developed

HUMAN RESOURCES

Cleaning & Sanitizing Protocol

- a) Laundry to be cleaned in accordance with IHG way of clean guidelines and uniforms delivered by an employee.
- b) Locker rooms to be sanitized more often, considering employees shifts and use of same locker rooms .

Physical Distancing Protocol

- a) A uniform control employee will be stationed at the entry of the laundry to control maximum occupancy of the space and social distancing in queue.
- b) Locker rooms floors to be clearly marked with available and unavailable spaces to be used for dressing.
- c) Social distancing to be maintained in HR Office. No more than 2 employees are allowed to enter at the same time

BUSINESS CENTER, MOD'S OFFICE AND COUNTER, CONCESSIONARIES AND CONCIERGE COUNTERS

Cleaning & Sanitizing Protocol

- a) Counters and equipment sanitized at least once per hour
- b) In-house PC, keyboards and mouse must be sanitized every hour. Surface and hand sanitizer must be available in Business center for guest use.
- c) Sanitize internet stations and post sanitation signage for guest reference

Physical Distancing Protocol

- a) Mod's, front desk staff, to control guests maintain social distancing at desks and business center
- b) Signage in desks and floor stickers are needed.

Guest Considerations

- a) Discontinue print magazine and newspaper services throughout the property. Guests will have access to *PressReader* on their own devices.

BELL SERVICE/IN ROOM GUEST SERVICES

Cleaning & Sanitizing Protocol

- a) Sanitize high touch front services spaces and equipment including, bell desks, luggage storerooms, luggage belts, bell carts, and drop-off/pick-up waiting areas
- b) Wheelchairs and other guest amenities to be sanitized after each use
- c) Baggage doors sanitized every hour
- d) Baggage belt divider tubs, bell carts and related equipment to be sanitized after each use
- e) Bell cart carpets to be covered with a cleanable, non-porous or disposable surface

Physical Distancing Protocol

- a) Guest laundry and dry-cleaning services available using contactless pick-up and delivery protocols
- b) Guest amenity deliveries will be consistent with In Room Dining (IRD) protocols and delivered with contactless procedures whenever possible

Guest Considerations

- a) Self-service ice machines to be suspended and signage posted indicating ice is available through IRD

BEACH&POOL AND ENTERTAINMENT

Cleaning & Sanitizing Protocol

- a) Chaise lounge chairs to be sanitized after each use
- b) Employees are giving beach towels must wear mask and gloves
- c) Cabanas and palapas to be pressure washed and sanitized each day.
- d) Towel desk, and all other desks and counters to be sanitized at least once per hour
- e) Kids club to be fogged every day and sanitized at least every hour. Kids club attendant must wear gloves and masks.

Physical Distancing Protocol

- a) Chaise lounge chairs set with appropriate physical distancing

Guest Considerations

- a) Kids club will be open or closed under management decision. Also hours of operations can be reduced.

PUBLIC AREAS

a) Employees to sanitize and/or fog where necessary, the following areas at least once per hour:

- i. Guest elevators
- ii. Credenzas
- iii. Employee dining tables and counters
- iv. Hotel entry doors
- v. Esplanade fountain handrails
- vi. Exterior elevators and escalator handrails
- vii. Employee smoking areas
- viii. Exterior benches
- ix. Trash bins
- x. Front of house restrooms

Physical Distancing Protocol

a) Employees to maintain regular distance to guests and other employees in any interaction.

Guest Considerations

a) No department specific requirements

FRONT OFFICE

Cleaning & Sanitizing Protocol

a) Sanitize all guest touchpoints after each transaction including EMV Credit Card Devices, pens and registration countertops

b) Room keys to be sanitized before stocking

c) Offices, Call Centers, Registration Desks to be deep cleaned and sanitized upon a shift change

Physical Distancing Protocol

a) Plexiglass barrier to be used at front desk and other podiums.

b) Only one Staff member per counter is allowed, maintaining at least 6 feet distance.

c) Lobby Greeter (MOD or designated) to provide guidance to arriving and departing guests to ensure physical distancing measures are followed

d) Implement peak period queuing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity

Guest Considerations

a) No department specific requirements

HOUSEKEEPING

Cleaning & Sanitizing Protocol

- a) Carts, trolleys and equipment to be sanitized at the start and end of each shift
- b) Guest linen will be delivered and removed from guest rooms in plastic bags
- c) Linen and towels are changed due to normal schedule and replaced upon request.
- d) All items stored on shelves in the Housekeeping locker rooms are placed in bags and not exposed to the open air when not in use
- e) Back of house restrooms will be sanitized at least once every 2 hours
- f) Specific sanitation consideration will be paid to the following guest room areas:
 - Desks, counter tops, tables and chairs
 - Phones, tablets and remotes
 - Thermostats
 - Cabinetry, pulls and hardware
 - Doors and doorknobs
 - Bathroom vanities and accessories
 - Bathroom fixtures and hardware
 - Windows, mirrors and frames
 - Lights and lighting controls
 - Closets, hangers and other amenities
 - Room service menu and directory
- g) Cristal America internal audit for RoomCheck program will be conducted twice per week by Internal auditor. One room random certified as inspected by Housekeeping.
- h) Every room must be fogged after each check out

Physical Distancing Protocol

- a) Minimize contact with guests while cleaning hotel rooms; guest room attendants will offer to return at an alternate time for occupied rooms

Guest Considerations

- a) All reusable collateral to be removed from rooms; critical information to be placed on single use collateral and/or electronically posted (in coordination with IRD)

- b) Disposable collateral to be disposed and changed after each guest
- c) Newspapers and magazines will continue to be provided through PressReader for guests to access on their own devices
- d) Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
- e) All guest amenities to be packaged before being placed in room
- f) Turndown service is suspended until further notice.

SPA, SALON & FITNESS CENTER

SPA and salon

Guidance from local authorities and medical experts is pending to be reviewed.

Fitness Center

- a) Sanitize all areas at least every 2 hours.
- b) Surface sanitizer and paper must be available for guests to sanitize machines before and after each use.
- c) Hand sanitizer must be available
- d) no fruit will be available as amenity
- e) Fitness center area must be fogged everyday

Guest Considerations

- a) Spa will be closed until further notice

RETAIL/CASINO

Pristine NV must be informed to be able to inform tenant over protocols.

CASINO must share sanitizing protocol with hotel before reopening.

Cleaning & Sanitizing Protocol

- a) Cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces to be sanitized at least once per hour and upon a shift change
- b) Sanitize carts and mag liners before and after each use
- c) Sanitize handles, knobs, cage locks, cages and stock room surface at least once per hour

Physical Distancing Protocol

a) Signage will be prominently posted at each store reminding guests of maximum occupancies and distancing guidelines

b) Tailoring service will be postponed until further notice

Guest Considerations

a) Displays and retail assortments will be limited to essential items during phase one to include sundries, toiletries, pre-packaged food and beverage

b) All merchandise will be served/handled by a retail attendant; no self-serve available in any category

FOOD & BEVERAGE

Cleaning & Sanitizing Protocol

a) Host Podiums including all associated equipment to be sanitized at least once per hour

b) Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager

c) POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use

d) Dining tables, bar tops, stools and chairs to be sanitized after each use

e) Condiments to be served in single use containers (either disposable or washed after each use) or sanitized after and before each use.

f) Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use

g) Menus to be single use and/or disposable or sanitized after and before each use.

h) Existing porous placemats (including Chilewich style) to be replaced with linen, single use disposable or non-porous placemats that can be machine washed and sanitized after each use.

i) Sanitize trays (all types) and tray stands sanitized after each use

j) Storage containers to be sanitized before and after each use

k) Food preparation stations to be sanitized at least once per hour

l) Kitchens to be deep cleaned, fogged, and sanitized at least once per day

m) Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)

n) All Items to grab in Puro Coffee will be discontinued. Sugar Station will be adapted with dispenser of single use sugar and removers. Milk will be offered if needed by bartender and removed from sugar station. If needed, sugar station will be removed, and sugar will be offered by bartender.

o) The only buffet service allowed will be breakfast at *Corals Restaurant*, and this protocol will be followed:

- i. Host to control maximum occupancy of the restaurant
- ii. A waiter will be in charge to allow no more than 10 people in buffet area
- iii. The same waiter will help people to sanitize hands and or wear gloves to enter in buffet area
- iv. Majority of buffet station will be no auto service, but food will be served from a cook
- v. No fruit to grab with hands will be allowed.
- vi. Tongues will be replaced every hour, and surface sanitizer and paper must be available to sanitize tongues (by guest)
- vii. Bread station will be moved inside of buffet area
- viii. Correct signage in buffet area must be exposed.
- ix. Disposable silverware and napkins must be available upon request
- x. Flatware to be provided as a roll-up and must be delivered to the table only when guest has been seated

Physical Distancing Protocol

- a) Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- b) Peak period queuing procedures to be implemented when guests are not able to be immediately sat
- c) Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
- d) Reduce bar stool count to provide appropriate physical distancing
- f) Manage the line flow at Puro Coffee to ensure coffee and food pick up areas remain appropriately distanced

Guest Considerations

- a) All self-serve condiments and utensils to be removed and available from cashiers or servers
- b) All straws and removers to be wrapped
- c) Remove grab and go offerings; available from PURO COFFEE workers only
- d) Bar snacks will be served per individual guest and not shared by the table
- e) All food and beverage items to be placed on the table, counter, slot or other surface instead of being handed directly to a guest

Additional Employee Dining Room (EDR) Protocols

- a) No self-serve food available (including snacks)
- b) Food to be served by EDR cooks and line attendants
- c) Single use cups for beverage (no refills)
- d) Prepackaged plastic flatware
- e) Trays and plates to be distributed by EDR attendants
- f) Extension of EDR sneeze guards

IN ROOM DINING (IRD)

Cleaning & Sanitizing Protocol

- a) All equipment will be sanitized prior to assigning for the shift
- b) Employees assigned to individual stations (including Sales Agents) will sanitize their stations and all equipment at least once per hour and at each change of shift
- c) Bus Runners will sanitize all doors, handles and high contact surfaces at least once per hour

Physical Distancing Protocol

- a) Set food on tables in hallway and notify guest when the tray is outside of the guest's room (plate covers remain) – guests will retrieve their own tray
- b) Request that guests notify IRD when finished with their meal and place their tray in the hallway outside of their room

Guest Considerations

- a) Printed IRD menus to be removed from rooms if it's possible to have it available by PDF in PressReader app. If not, menus must be sanitized every day.
- b) Ice will be available upon request from IRD

CATERING AND BANQUETS

Cleaning & Sanitizing Protocol

- a) All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized
- b) All linen, including underlays, to be replaced after each use
- c) Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms

Physical Distancing Protocol

- a) All buffet and self-serve style events to be suspended until further notice
- b) All food and beverage items to be individually plated and served

- c) Coffee and other break items to be attended and served by a server
- d) Flatware to be provided as a roll-up
- e) Condiments to be served in individual PCs or sanitized individual containers
- f) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows Clark County Fire Department, SNHD and CDC guidelines (in coordination with Hotel Sales & Convention Services)

Guest Considerations

- a) Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
- b) Develop examples of physically distanced floor plans for Hotel Sales & Convention Services use
- c) Create modified menus to showcase styles of service and items currently available

SECURITY

30 Security Operations

Cleaning & Sanitizing Protocol

- a) All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)
- b) Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed
- c) Shift Supervisors to log completed tasks
- d) Handcuffs, holding rooms and all related equipment and contact surfaces to be sanitized before and after each use
- e) Shift Manager will notify the Security Command Center (SCC) after unscheduled or specialty cleaning protocols are complete (i.e. after a subject is released from a holding room and the room has been sanitized)

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- f) SCC will track critical activities in iTrak

Physical Distancing Protocol

- a) Standard protocols will be followed unless a specific incident requires more invasive contact (i.e. taking a subject into custody for a criminal offense)
- b) Security Officers to assist with enforcing physical distancing protocols in guest queuing areas as required (restaurants, casino floor, registration areas, elevator lobbies, etc.)

Guest Considerations

- a) Security Officers to familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers

ENTRY SCREENING & CASE REPORTING PROTOCOLS

Entry Screening

Non-invasive approaching thermometers will be used by security agent to measure temperature at resort main entrance. Any person displaying a cough, shortness of breath or other known symptoms of COVID-19 or a temperature above 100.0°F will be discreetly offered a secondary screening.

Secondary Screening

The visitor displaying an elevated temperature will be escorted to a designated, private and isolated area and provided with PPE (Kadushi or Casibari meeting Room can be prepared) .

A Security Officer using appropriate PPE (including a surgical mask and eye protection) and a temporal thermometer will record a second temperature.

If the visitor refuses the secondary reading, they will be denied entry to the property and provided a COVID-19 information card.

Visitors with Elevated Temperature

**See additional procedures below for current hotel guests

If the secondary reading confirms that the visitor has a temperature above 100.0°F, the visitor will be denied entry** to the property and be directed towards medical care and provided with resources and recommendations based on CDC and local health authority guidelines.

A Security Supervisor will collect basic visitor information including name, names of room shares and close contact guests in their traveling party and ID (i.e. driver's license or employee ID). The Supervisor will then make initial observations for the known symptoms of COVID-19 including cough, fever and shortness of breath.

If a visitor refuses to provide information or cooperate with Security, the visitor will be denied entry to the property.

Please refer to attached document to communicate case to Aruba local authorities.

In-House Hotel Guests

If a current hotel guest is deemed to have an elevated temperature, and not in medical distress, the guest should be offered the opportunity to return to their room and gather their belongings before transportation is arranged.

If a guest requests to return to their room:

- i. A Security Supervisor will be called to escort the guest for the remainder of the process.

- ii. The guest will be provided appropriate PPE (if not already wearing) and escorted directly to their room.
- iii. The Security Supervisor will control the elevator to ensure no other visitors use the same cabin.
- iv. The SCC will notify Public Areas Department and the elevator will be returned to service only after properly sanitized by PAD.
- v. The SCC will notify the Hotel Manager on Duty to pin the room and not permit access until medical clearance is given and/or the room is properly sanitized.
- vi. If the guest does not return to their room:
- vii. The SCC will notify the Hotel Manager on Duty to pin the room and not permit access until proper medical clearance is given and/or the room is properly sanitized.
- viii. The guest's belongings will remain in the room until security can arrange for the safe removal and storage of the belongings.

Please refer to attached document to communicate case to Aruba local authorities.

Internal Reporting

The Security Supervisor will notify the Manager on Duty to prepare an incident report.

The report will be submitted to GM and EAM.

At a minimum, the incident report is to include the visitor name, identification information, room number (if applicable), if the temperature reading(s) was above 100.0°F and if the visitor was transported for medical care.

The incident report will be updated as new information is available and when/if the visitor returns to property.