

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 Clean Promise, 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, dates and requirements for travelers can be read here:

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

<https://www.aruba.com/us/traveler-health-requirements#entry-approval>

Holiday Inn resort Aruba closed its doors on March 23, 2020 and will be ready to reopen on July 3rd, 2020.

EMPLOYEES AND GUEST HEALTH

EMPLOYEES AND GUEST HEALTH



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The health and safety of our employees and guests is our number one priority. Following measures have been put 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 or 37.8 Celsius, will be taken to a private area for a secondary 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 (in case of guests, see protocol attached to this document).

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.

EMPLOYEES AND GUEST HEALTH



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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.

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 (HR) and training classrooms.

Employee cafeteria will have a reduced number of seats (23) and a “no self-service” buffet service.

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.

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

EMPLOYEES RESPONSABILITIES

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.

EMPLOYEES RESPONSABILITIES



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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 only entrance and exit for all employees will be Time Keeper (HR Door entrance).
Employees must go to locker rooms to change clothes and wear uniforms

F&B employees will punch the clock in main Kitchen area as usual. At exit, Employees can require to be fogged before leaving.

THE GUEST JOURNEY

THE GUEST JOURNEY



From July 27th, 2020 on, All guests are required to wear face covers in all indoor public areas.

Guest Arrival.

A security officer and/or Bell Boy 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 for check in.
- 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.
- iv. Luggage will be sanitized before to be handled by Bell Boys
- v. Reminder: Bell Boys and Security will wear face masks

THE GUEST JOURNEY



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 they will sanitize hand before and after any check in or check out, 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 throwed by guest in a box.

An employee from front office team, 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 in any elevator and at elevator landings at ground floor.

THE GUEST JOURNEY



Guest Sanitation Amenities

- a) Each guest will receive an amenity bag during check-in containing mask and sanitized wipes, only upon request.

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. Please refer to attached IHG Clean promise Protocol for this point.

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.

Please refer to attached IHG Clean promise Protocol for this point.

THE GUEST JOURNEY



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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 (Puro Coffee, Ocean Side Snack and grill) and taxi lines.

THE GUEST JOURNEY



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.

DEPARTMENT SPECIFIC SANITIZATION
POLICIES

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) Social distancing to be maintained in HR Office. No more than 2 employees can enter at the same time

DEPARTMENT SPECIFIC SANITIZATION POLICIES



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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 Press Reader on their own devices.

DEPARTMENT SPECIFIC SANITIZATION POLICIES



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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
- b) 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

DEPARTMENT SPECIFIC SANITIZATION POLICIES



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BEACH&POOL AND ENTERTAINMENT

Cleaning & Sanitizing Protocol

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

Physical Distancing Protocol

- a) Chaise lounge chairs set with appropriate physical distancing

DEPARTMENT SPECIFIC SANITIZATION POLICIES



KIDS CLUB

Protocols

- a) Children among themselves are not obligated to distance 1,5m.
- b) Staff must try to keep distance of 1,5m between children of 6 years or older, except in assistance or emergency.
- c) Staff must try to keep distance of 1,5m between parent/guardian always.
- d) Drop off & pick up must be done by one parent/guardian and must be brief.
- e) Contact with parents will be through the phone or whatever platform we will be using in the future.
- f) Facility will schedule drop off/pick up time. At least 1,5m distance between parents, visible schedule for parents.
- g) Upon drop off parent/guardian must be asked if child has any COVID-19 symptoms (symptoms like cold, coughing, sneezing, runny nose, sore throat, difficulty breathing or fever). If the answer is yes, access to facility will be denied and child must return to room.
- h) If staff or parent/guardian have any doubts about the child's wellbeing. Child must return to room
- i) Staff is responsible of informing direct supervisor or manager if any child presents with COVID-19 symptoms
- j) Child/children must return to the room immediately if they start showing any of sign of cold, coughing, sneezing, fever.
- k) If staff at any time during their shift gets symptoms like cold, coughing, sneezing, runny nose, sore throat, difficulty breathing or fever he/she must inform direct supervisor or manager go home immediately.
- l) It is advisable to put up informative poster with relevant protocols at strategic/visible points in facility.
- m) It is important to inform parent/guardians beforehand on protocols and arrangements in relation to rules and regulations of COVID-19.

DEPARTMENT SPECIFIC SANITIZATION POLICIES



Physical contact

- a) All adults must maintain 1,5m distance from each other.
- b) Everyone must wash hands with anti-bacterial soap for a minimum of 20 seconds. (Put handwashing poster by washing station)
- c) No hand shanking or any form of physical contact.
- d) Cough or sneeze on a tissue and dispose of this immediately, if tissue not available sneeze/cough in elbow. (Not applicable for children 4 and younger)
- e) Do not touch your face, avoid touching mouth, nose, and eyes.
- f) Hygiene
- g) There must be a hand sanitizer (minimal 60% alcohol) at the entrance, play area, office and restrooms must be a hand sanitizer.
- h) All toys must be disinfected.
- i) Surrounding area must always be kept clean and hygienic.
- j) Space inside of facility must always be clean, hygienic and well ventilated. Facility cannot be deep cleaned if children are present.
- k) Floors must be washed regularly.
- l) Disinfect furniture, door handles, toys, utensils, remotes, switches, and other articles that get used often.
- m) All children will have to bring their own water bottle/snacks.
- n) At all washing stations there must be soap and tissue available.

DEPARTMENT SPECIFIC SANITIZATION POLICIES



Rules and regulations on denial admission

- a) Daily upon drop off must assess each child for signs of COVID-19, if there are any symptoms or doubts child may not use the facility. The child may return if symptoms go away for more than 48 hours. Inform direct supervisor or manager.
- b) If anyone staying in the child's room has a fever of 38°C or higher or has any COVID-19 symptoms the child must stay in the room. After 48 with no one in the room showing symptoms may the child in said room return to the facility.
- c) If someone in child's room tests positive for COVID-19 child must stay away for 14 days and until the person in question tests negative and 24 symptom free hours have passed.
- d) If you or parent/guardian have any doubts call manager immediately and send child to room.
- e) If anytime during a session a child presents with COVID-19 symptoms, they must be sent to the room immediately after contact parent/guardian.

DEPARTMENT SPECIFIC SANITIZATION POLICIES



Rules on staying home (staff)

- a) Staff that are part of the risk group cannot be obligated to work with children and will have to discuss this with management on other arrangements.
- b) If staff at any time during shift gets any COVID-19 symptoms they must go home immediately and follow government procedure.
- c) If staff is pregnant, she may not work with groups during her last trimester (28 weeks). Must discuss this with management on other arrangements.
- d) If you have any doubts about yourself, or during shift presents with COVID-19 symptoms or others inform direct supervisor or manager.

DEPARTMENT SPECIFIC SANITIZATION POLICIES



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PUBLIC AREAS

Cleaning & Sanitizing Protocol

- a) Employees to sanitize and/or fog where necessary, the following areas at least once per hour:
 - i. Guest elevators
 - ii. Credenzas
 - iii. Hotel entry doors
 - iv. Exterior benches
 - v. Trash bins
 - vi. Front of house restrooms

Physical Distancing Protocol

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

DEPARTMENT SPECIFIC SANITIZATION POLICIES



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 queueing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity

DEPARTMENT SPECIFIC SANITIZATION POLICIES



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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

DEPARTMENT SPECIFIC SANITIZATION POLICIES



- 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 Room Check 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 every check out and before every check in 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
 - b) Remember: House keeping service is provided only upon request.

DEPARTMENT SPECIFIC SANITIZATION POLICIES



Guest Considerations

- a) All reusable collateral to be removed from rooms; critical information to be placed on single use collateral (Room card with QR codes) 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 Press Reader 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) Turndown service is suspended until further notice.

For more detailed Housekeeping procedures, please refer to IHG Clean promise protocol attached

DEPARTMENT SPECIFIC SANITIZATION POLICIES



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SPA, SALON & FITNESS CENTER

SPA and salon

Guidance from local authorities and medical experts is pending to be reviewed. Our SPA has been certified by ATA with HH seal.

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.
- b) Hand sanitizer must be available
- d) No fruit will be available as amenity
- e) Fitness center area must be fogged everyday

RETAIL/CASINO

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

CASINO must share sanitizing protocol with hotel before reopening (December 20)

DEPARTMENT SPECIFIC SANITIZATION POLICIES



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 disposable or non-porous placemats that can be machine washed and sanitized after each use.

DEPARTMENT SPECIFIC SANITIZATION POLICIES



- 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.

DEPARTMENT SPECIFIC SANITIZATION POLICIES



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- 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 to enter in buffet area.
 - iv. 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. Bread station will be moved inside of buffet area
 - vii. Correct signage in buffet area must be exposed.
 - viii. Disposable silverware and napkins must be available upon request
 - ix. Flatware to be provided as a roll-up and must be delivered to the table only when guest has been seated

DEPARTMENT SPECIFIC SANITIZATION POLICIES



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
- g) ALL F&B EMPLOYEES FRONT OF HOUSE (HOST, WAITERS, BARTENDERS, RESTAURANT MANAGERS) MUST WEAR FACE SHIELDS

DEPARTMENT SPECIFIC SANITIZATION POLICIES



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

DEPARTMENT SPECIFIC SANITIZATION POLICIES



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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

DEPARTMENT SPECIFIC SANITIZATION POLICIES



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 and available electronically (QR CODE in Room Card)
- b) Ice will be available upon request from IRD

DEPARTMENT SPECIFIC SANITIZATION POLICIES



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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)

DEPARTMENT SPECIFIC SANITIZATION POLICIES



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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

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 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, , registration areas, elevator lobbies, etc.)

Guest Considerations

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

DEPARTMENT SPECIFIC SANITIZATION POLICIES



RECEIVING AREA

Cleaning & Sanitizing Protocol

- a) All Suppliers in receiving Area must use PPE
- b) Hand Sanitizer dispenser must be placed in receiving area
- c) Items received must be cleaned and sanitized before to be moved to storerooms.

Physical Distancing Protocol

- a) All Suppliers must follow social distancing rules

DEPARTMENT SPECIFIC SANITIZATION POLICIES



ENTRY SCREENING & CASE REPORTING PROTOCOLS

Entry Screening

- a) Non-invasive approaching thermometers will be used by security agent/bell boy 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 or 37.8 F will be discreetly offered a secondary screening.

Secondary Screening

- a) The visitor displaying an elevated temperature will be escorted by Security officer and MOD to a designated, private and isolated area and provided with PPE (Cadushi meeting Room will be prepared).
- b) A Security Officer using appropriate PPE (including a surgical mask and eye protection) and a temporal thermometer will record a second temperature.
- c) If the visitor refuses the secondary reading, they will be denied entry to the property and provided a COVID-19 information card. Please refer to attached document to communicate case to Aruba local authorities and arrange pick up from ATA designated office. Waiting room will be Cadushi

DEPARTMENT SPECIFIC SANITIZATION POLICIES



Visitors with Elevated Temperature

**See additional procedures below for current hotel guests

- d) 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. Please refer to attached document to communicate case to Aruba local authorities and arrange pick up from ATA designated office. Waiting room will be Cadushi.
- e) A MOD 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.

DEPARTMENT SPECIFIC SANITIZATION POLICIES



AN IHG® HOTEL
ARUBA

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

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 MOD will notify Public Areas Department and the elevator will be returned to service only after properly sanitized by PAD.
- v. The MOD will notify the House Keeping manager or Supervisor 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.

DEPARTMENT SPECIFIC SANITIZATION POLICIES



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.

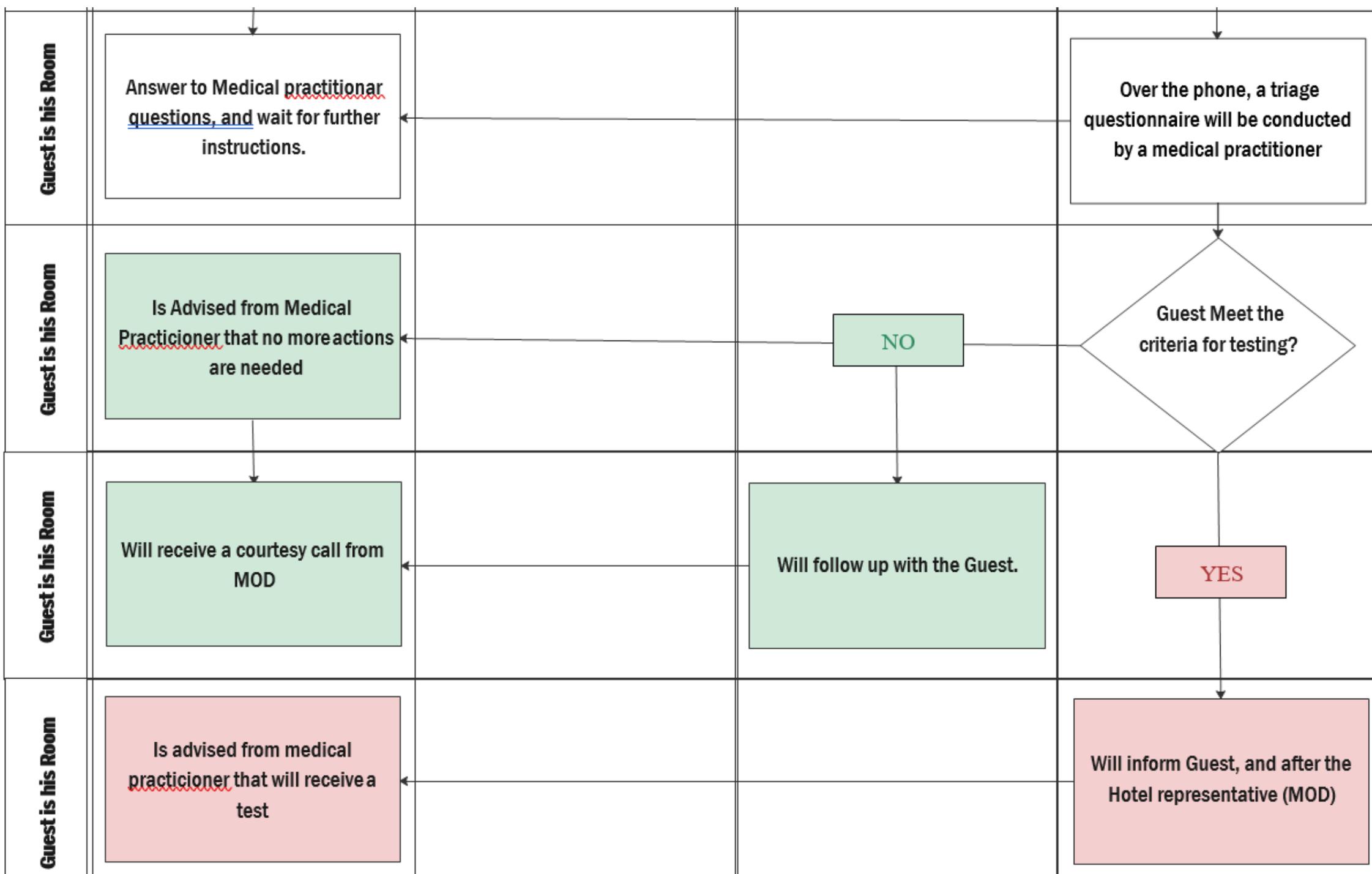
LSOP - GUEST DISPLAYING COVID-19 SYMPTOMS AT THE HOTEL



KUBA

TEL

	Guest	Any Team member	MOD	ATA Call Center
Initial Step	<p>Inform a Team member that is experiencing <u>symptoms</u> linked to COVID-19</p>	<p>Recognize a Guest with <u>symptoms</u> linked to COVID-19</p>		
First Action from Team		<p>Inform Guest to go to room and wait to be contacted shortly. Just After, inform MOD (Name of the guest and room Number needed)</p>		
Guest is his Room	<p>Goes to or stay in Room and wait for a call from MOD</p>		<p>Contact Guest by phone, and connect him or her with Call Center (280-0101)</p>	



Answer to Medical practitioner questions, and wait for further instructions.

Over the phone, a triage questionnaire will be conducted by a medical practitioner

Is Advised from Medical Practitioner that no more actions are needed

NO

Guest Meet the criteria for testing?

Will receive a courtesy call from MOD

Will follow up with the Guest.

YES

Is advised from medical practitioner that will receive a test

Will inform Guest, and after the Hotel representative (MOD)



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HEALTH & SANITATION PROGRAM

