



## **TradeWinds Island Resorts**

# **HEALTH & SANITATION PROGRAM**

**We continue to closely monitor government policy changes and follow the Centers for Disease Control (CDC), World Health Organization (WHO), and local/state health department mandates guidelines and recommendations. With the safety of our guests and employees as our top priority, we developed this Health & Sanitation program utilizing top health official guidance.**

## CORPORATE PREPAREDNESS

### Employee & Guest Safety Measures:

- **Director of Health & Sanitation:** We felt that in order to achieve the level of expectation we have for ourselves, it was important to appoint one main person to oversee the efforts. We have implemented a Director of Health & Sanitation to manage the overall process of all initiatives listed below and to make appropriate adjustments along the way.
- **Employee/Guest/Vendor Screening:** To prevent the spread of COVID-19 and reduce the potential risk of exposure to our workforce and visitors, we are conducting a simple screening questionnaire for all guests, employees and vendors. Based on response, appropriate action will be taken utilizing our local health department recommendations. Additionally, management will consistently and rigorously monitor employees to ensure anyone exhibiting flu-like symptoms is sent home immediately.
- **Employee Training:** All employees receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Security. Consistent ongoing training specific to health/wellness/hygiene occurs weekly. Additionally, wherever possible employees that are able to work from home will be equipped to do so in an effort to reduce the total count of employees onsite.
- **TradeWinds Enhanced Cleanliness Program (TECP):** We have always held a high cleanliness standard, but we have taken this one step further. Our cleaning regimen includes rigorous protocols utilizing the highest CDC recommended cleaning products. Increased frequency of all public spaces and high touch locations (i.e. counters, remote controls, door handles, public restrooms, light switches etc.). We have also invested in “Electrostatic Spraying Technology” which uses the highest classification of disinfectants and sprays entire areas including rooms, lobby, fitness centers etc.
- **Hand Sanitizer:** Hand sanitizer dispensers, touchless whenever possible, are placed at key guest and employee entrances and contact areas.
- **Physical Distancing:** Guests will be advised 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. Physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded 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 or state mandated occupancy limits.
- **No Contact Check-In:** We have implemented a “touchless” check-in process in which there are no “hand-to-hand” exchanges. In addition, we have implemented plexi-shields to separate agents from guests. Guest keys are all brand new and not re-used. All areas are disinfected between each guest transaction.
- **Valet/Bell Service:** Valet service is temporarily suspended. Bell service is available and attendants are required to wear masks. Self-Service carts are available for all BlueGreen guests.
- **Signage:** Health and hygiene reminders are located throughout the property including back-of-the-house material reinforcing employee training.
- **Housekeeping Service:** With the safety of our guests and employees our number one priority, the following policies will be in place related to housekeeping services: a) no service will be provided during a stay of 3 nights or less b) for stays of 3+ nights, service will be provided as requested only c) when service is requested, guests may not be in the room at

the time the attendant is cleaning d) in lieu of service during a stay, requests for amenities, linens etc. can be delivered at left at your door.

- **Laundry:** All linen will continue to be washed at a high temperature and in accordance to the CDC guidelines.
- **Elevator Policy:** We have implemented signage limiting elevator usage to no more than (4) people at a time. We also encourage able guests to utilize the various stair cases located throughout the resorts.
- **Food & Beverage:** In addition to all standard protocols, TradeWinds is taking several enhanced measures to ensure the safety of our guests. Sanitization of dishware through low and high temperature machines, more frequent wash/sanitizing of food contact surfaces and equipment, staff equipped with appropriate PPE, single use disposable ware available upon request are just a few examples of measures in place. Of course all regulations/guidelines directed by public health authorities are also in place. Some additional measures include: condiments to be served in single use containers (either disposable or washed after each use), check presenters, pens and all other reusable guest contact items to be either sanitized, menus to be single use and/or disposable, distance guideline- seating compliant, all self-serve condiments and utensils to be removed and available from cashiers or servers, all straws to be wrapped napkin service to be suspended until further notice disposable.
- **Pool Operations:** Pool seating to be configured to allow at least (6) feet separation between guests. Chaise lounge chairs to be sanitized every morning. Although CDC guidelines suggest there is no evidence that COVID-19 can be spread between pools/hot tubs, increased frequency of maintenance, disinfection and routine chemical checks. Pool capacity adjusted according to county mandates.
- **Beach/Slide:** Cabana seating to be configured to allow at least (6) feet separation between guests. Lounge chair cushions to be sanitized after every use. The High Tide Slide will continue to operate without recycling water. Fresh water will constantly flow and distance between participants will remain 6+ feet at all times.
- **PPE/Face Masks-** Specific areas in which appropriate distancing is not possible are required to wear face-masks. Additionally, sensitive areas such as food & beverage, bell staff and certain activities staff. All other areas will either have CDC recommend measures in place but will also have the option to wear a mask for other personal protective equipment.

TradeWinds Face Mask Policy: The following departments are required to wear a face mask: all food & beverage employees, retail, bell staff, slide attendants, guest room attendants. All other departments have the option to wear a mask. TradeWinds Resorts will supply disposable masks to all employees. Employees also are permitted to wear their own cloth mask provided masks are kept clean, pre-approved by their manager, are in good taste with no messages or markings that could be considered offensive. TradeWinds management can use its discretion to not allow a personal mask for any reason. TradeWinds also retains the right to adjust the face mask policy as needed.

- **Spa/Salon:** In the best interest of our guests and employees, BodyWorks Spa/Salon will remained close until further notice.
- **Fitness Center:** Fitness center us will continue to be for the exclusive use of TradeWinds guests. Sanitization products will be added for guests to utilize at their leisure. We will also modify the equipment layout to ensure a (6) foot distance between guests. Equipment will be sanitized by our Housekeeping team at least (3) times per day. We will also implement a maximum capacity standard related to how many people can utilize the facility at a given time

- **Retail:** All retail outlets to implement a capacity limit as well as implement signage reminders related to distancing. All associates to wear masks and check-out area to be sanitized after each transaction. All returns will be held off the shelf for (48) hours. All “tester” or sample stations to be suspended temporarily.