COVID-19 HEALTH & SAFETY GUIDE

COCONUT
WAIKIKI HOTEL
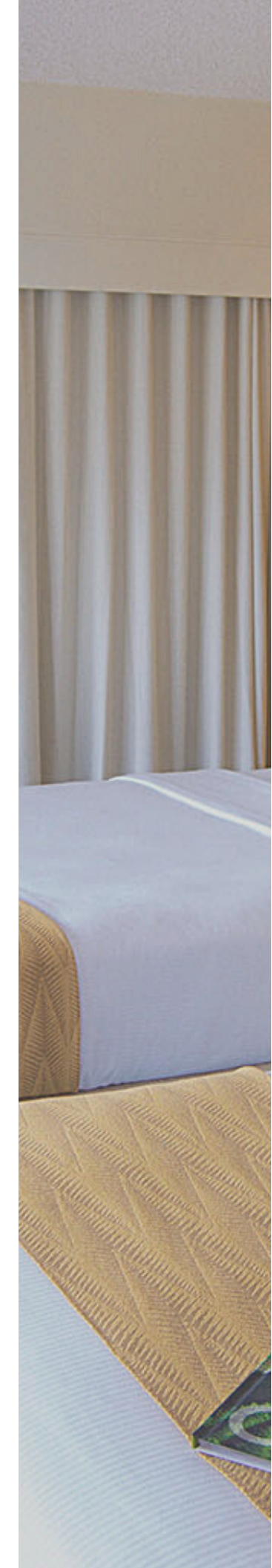
OCT-20
REVISED

At Coconut Waikiki Hotel, we understand the trust our guests and team members have placed in us with their care and safety. We researched diligently to identify exposure risks, routes of transmission and other unique characteristics how COVID-19 impacts operations and what we must do to maintain the highest degree of care and safety.

This guide is intended to address cleanliness protocols, physical distancing and personal protective equipment (referred to as "PPE") requirements for team members and guests that either meet or exceed the expectations set forth by the State Department of Health. Any updates or changes to local, state or federal guidelines will be monitored, and our practices modified, to further maintain public safety and trust.

CONTENT INDEX

COVID-19 INFORMATION

Coronavirus Disease 2019 (COVID-19) is a respiratory disease caused by the SARS-CoV-2 virus. Infection with SARS-CoV-2, the virus that causes COVID-19, can cause illness ranging from mild to severe and, in some cases, can be fatal.

SYMPTOMS

Symptoms associated with COVID-19 typically include fever, cough, and shortness of breath. Some people infected with the virus have reported experiencing other non-respiratory symptoms. Other people, referred to as "asymptomatic" cases, have experienced no symptoms at all.

According to the CDC, a person might begin to exhibit symptoms as early as two days or as long as 14 days after exposure.

HOW COVID-19 SPREADS

The virus is thought to spread mainly from person-to-person, including:

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

It may be possible that a person can get COVID-19 by touching a surface or object that has SARS-CoV-2 on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the primary way the virus spreads. People are thought to be most contagious when they are most symptomatic (i.e., experiencing fever, cough, and/or shortness of breath).

GENERAL PREVENTION & SOCIAL DISTANCING

WEAR A MASK

Team members must wear masks in all public areas and during guest or colleague interactions,
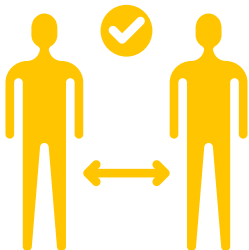
STAY HOME IF YOU ARE SICK

Refrain from coming in to work if you do not feel well or experience any symptoms related to COVID-19.

WASH YOUR HANDS

Frequent hand washing helps remove germs and helps prevent further germ spreading.

MAINTAIN PROPER DISTANCING

Allow for at least six feet of distance between yourself and others to prevent infection or spread.

BASIC SANITATION MEASURES

Prior to resuming our business operations, we developed a basic set of standards to address any concerns you may have regarding potential hazards, hygiene and cleanliness practices to lower the spread of COVID-19 and its impact within the workplace.

ENGINEERING STANDARDS

- Adjust or remove furniture and equipment to increase physical distancing between guests
- Modify or relocate workspace to increase physical distancing between team members
- Install clear plastic screens or partitions to increase physical distancing between team members and guests
- Purchase additional resources and install additional hand sanitizing stations to prevent further germ spreading

ADMINISTRATIVE STANDARDS

- Encourage team members to remain home if they are sick or exhibit symptoms
- Replace face-to-face meetings with virtual communication, telework or other feasible methods to minimize contact without disrupting work
- Adjust the total number of employees on property at the same time to allow for proper distancing while maintaining a full work week
- Regularly monitor local, state, federal and CDC updates to identify outbreak levels and travel warnings

SAFE WORK PRACTICES

- Implement daily in-person health screenings to prevent exposure before entering the facility
- Provide resources that promote personal hygiene and clean work areas to protect team members and the general public
- Require hand washing after restroom use, breaks, and removal of PPE to prevent further germ spreading
- Provide up-to-date education and training for team members on safety procedures, risk factors and protective behaviors
- Display signage that encourages hand sanitation, identifies appropriate physical distance and maintains elevator usage to those within their personal circle

DEPARTMENT GUIDELINES

FRONT OFFICE

- Work areas should be sanitized prior to the start and end of each shift. Team members should refrain from sharing supplies or cross-touching work areas not assigned to them
- Key cards must be disinfected prior to the guest receiving them
- Sanitize counter tops and credit card devices (wiping only) after each guest interaction
- Wash or sanitize your hands after handling cash
- Advise guests to either leave their key in their room or designate a drop box area upon check out
- Encourage team members and guests to maintain appropriate physical distancing

VALET, BELL SERVICE

- Work areas should be sanitized prior to and the ending of each shift. Team members should refrain from sharing supplies or cross-touching work areas not assigned to them
- Team members will direct foot and vehicle traffic as guests will be advised to self-park in available parking stalls
- Guests may use luggage carts to load/unload bags. Luggage carts must be wiped/sanitized after each use

ADMINISTRATIVE OFFICES

- Work areas should be sanitized prior to and the ending of each shift. Team members should refrain from sharing supplies or cross-touching work areas not assigned to them
- Xerox machines and other heavy equipment should be sanitized after each individual use
- Extended breaks should be taken at your desk instead of the break room

ENGINEERING

- Non-emergency room servicing should be scheduled when the room is unoccupied
- Team members should maintain strict social distancing and PPE guidelines during emergency calls or if a guest is present
- External vendors scheduled to arrive on property must be reported to HR and adhere to the same sanitation rules and procedures as team members while on property for security and contract tracing purposes

HOUSEKEEPING

- Carts and equipment will be assigned and are not to be shared between team members
- PPE must be worn at all times during work shifts
- Team members will adhere to the revised SOP to ensure rooms are properly cleaned. Increased attention will be given to "high-frequency contact areas" within guest rooms and high-traffic public areas
- Guest rooms will not be serviced or cleaned while a room is occupied

OTHER COMMON AREAS

- Departments will have designated break areas for team members
- Team members must physically distance themselves while in the locker area
- The pool will remain open. Furniture will be adjusted and guests must follow reservation procedures set forth by front office
- Team member will be allowed to store items in the break room refrigerator. Bags and personal belongings must be labeled by name. All items must removed after 10:00pm daily or else it will be thrown away

ARRIVING GUESTS

Coconut Waikiki Hotel, in collaboration with InVisit, has adapted to an enhanced contactless check-in experience for all who stay or work in our hotel. These new procedures align with our general prevention guidelines, and help facilitate contact tracing should the need arise.

Guests will receive a an email link to confirm contact information, wellness attestation, and uploading of pre-arrival COVID test results. Team members and external vendors will scan a QR code at the front desk daily to input their wellness attestation and temperature check results.

The following procedures will be enacted should an arriving guest(s) fail to provide a negative test result within the 72-hour travel period or await test results after their arrival:

Room assignment within a designated quarantine floor
- Issuance of a single-use room key
- Daily monitoring to ensure adherence of established quarantine rules
- Notifying law enforcement officials of quarantine violations

If any guest exhibits symptoms or falls ill during their stay, management will provide immediate support based on the following guidelines:

- Guest(s) experiencing any symptoms associated with COVID-19 should immediately contact their designated physician or healthcare provider to determine if a COVID-19 test is necessary
- If a positive test result is received, guest(s) will notify the hotel and adhere to the rules set forth by the State Department of Health
- Guest(s) instructed to isolate on property or is awaiting test results will be relocated to a designated quarantine room. All related personal information, condition will remain confidential, and any questions will be directed to the General Manager for response
- Team members will be allowed to access rooms that are occupied during quarantine isolation at any time
- Previously occupied isolation room(s) will undergo a professional deep clean and disinfection remediation after 48 hours of vacancy

IF YOU ARE SICK

No matter how much effort we put into sanitizing public areas and maintaing physical distancing standards, we also understand that these efforts could fail if our team members are not accountable for their personal well-being. We highly encourage you to monitor your health daily and inform us immediately if you display any symptoms or feel ill:

- Please remain at home if you are sick. Follow your department call out procedures to report your absence. Absences not related to COVID-19 will adhere to the "Sick Leave" policy within the Employee Handbook
- If you display any symptoms related to COVID-19, we highly encourage you to consult with your physician immediately
- All information relayed to management related to your absence will remain confidential and not be shared with any other team members, departments, or the general public

What do I need to do if I either contract COVID-19 or am required to quarantine?

Contact your manager, the manager on duty or HR with the following information immediately:

- Your name and department
- Date(s) of leave
- Reason

HR will immediately begin contact tracing procedures if you reported to duty prior to contraction. HR will remain in contact with you to monitor your health (or quarantine situation) and coordinate the return-to-work process between you and your department once you have been cleared to return.

As we begin this new journey into uncharted waters, we will make every effort to ensure you are supported, heard and feel safe. We hope that this new "normal" will restore trust with our valued guests and our local community. Please let us know if you have any concerns. Our goal each and every day is to exude the aloha spirit to everyone, especially those who need extra care and support due to COVID-19. We hope that these guidelines set forth further protect ourselves, our guests and our community.

The Management Team of Coconut Waikiki Hotel