

# Caruso Health & Safety Standards

*Caruso*

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## A MESSAGE FROM OUR FOUNDER

To our Friends, Neighbors, Residents, Associates and Tenants –

In recent months, COVID-19 has impacted our lives in ways we could have never anticipated. Never before in our lifetime could we have predicted a crisis that would bring ordinary activity to a halt around the world. This crisis has created the need for extraordinary change, and as our communities begin to safely reopen, we want to assure you that we will continue to be here for you, albeit in new ways.

As we look ahead, I want you to know that the health and safety of our guests, residents, employees, tenants and neighbors are of paramount importance. Our interest in public safety goes beyond our property borders. Over the course of the past few months, I have seen a fundamental shift take place where the walls of competition no longer exist between businesses, and the act of sharing information became the new normal between company CEOs. This simple act has become a hallmark of the post COVID-19 era and the very reason we want to share our findings with the public and any businesses who may need access to a roadmap. If this crisis has taught us anything, it is that we are all more connected than we previously realized, and the success of one is intrinsically linked to the success of all.

Paving the way for our local economies to open is not a responsibility we take lightly, and that is why we have engaged Dr. Neha Nanda, MD, Associate Professor of Clinical Medicine and Medical Director of Infection Prevention & Antimicrobial Stewardship at Keck Medicine of USC in order to assist in the preparation of a best-in-class operating standard across retail, residential and resort to protect guests, residents, tenants and staff from the impact of COVID-19 and to ensure a safe and secure environment for everyone.

I invite you to learn more about our initiatives, which are outlined in the following operating plan. I hope that this document can act as a resource to you: whether you are a guest of our property, one of our tenants or one of the small businesses that make up the fabric of Los Angeles. I know that we will all be feeling the effects of COVID-19 long after today, but I believe we have to take care of our communities and I'm proud to make this information publicly available.

Caruso was founded on the basic premise of enriching lives in the communities we serve. I believe wholeheartedly that we are duty-bound to serve you and we hope that we will continue to earn your time and loyalty by continuing to provide you with spaces in which you can feel safe.

We will be updating our website with amendments to our Health & Safety Protocol as the situation develops, so please check back often.

Thank you for being a part of what makes our properties, and our city, so special.

Sincerely,



Rick J. Caruso



## STATEMENT OF INTENT

The following plan documents Caruso's policies and procedures in response to the COVID-19 pandemic. Our mission is to protect staff, guests and tenants from the impact of illness or transmission and ensure a safe, secure environment for all visitors.

Caruso has engaged Dr. Neha Nanda, MD, Associate Professor of Clinical Medicine and Medical Director of Infection Prevention & Antimicrobial Stewardship at Keck School of Medicine of USC, and worked in close collaboration with thought leaders across various industries, in order to bring together a best-in-class approach to providing a safe and secure environment for everyone.

The protocol represents a baseline operating standard for all Caruso properties across retail, residential, office, resort and restaurant.

The Caruso Health & Safety Protocol is a live document that will be updated in real time in response to government regulations and CDC recommendations.

Please refer to the note at the end of this document for additional information about changes to the Caruso Health & Safety Protocols.



# EMPLOYEE RESPONSIBILITIES

## COVID-19 TRAINING

All employees will receive training on COVID-19, as well as the company's safety and sanitation protocols. Frontline team members will receive awareness training as part of their ongoing responsibilities and frequent guest interactions. These departments include Housekeeping, Security, Concierge, F&B, Parking, Engineering, and any guest-facing role. All employees will be reminded of current policies, such as staying home if ill and how to contact their manager if they need to report a situation of concern. Employees will have information cards surrounding our current safety measures available for guests upon request.

## ENTRY SCREENING

Each employee entering the workplace will have their temperature checked. Please refer to Case Notification and Recovery (set forth below) for further details of our actions in the event anyone has a temperature at or above 100.4°F.

## PERSONAL PROTECTIVE EQUIPMENT

All employees will be required to wear a mask or face covering, including at the corporate office. Appropriate PPE will be assigned to all employees as part of their uniform, based on their roles and responsibilities as well as mandates by City, State and/or Federal authorities. This equipment will be provided to the employees by Caruso, along with training on proper usage. Gloves will be issued; however, they will not be required to be worn at all times. Employees will be instructed to use a combination of frequent hand-washing and sanitizing options in lieu of wearing gloves. Reusable masks will be assigned to all employees. Employees will be provided guidelines on proper mask hygiene per CDC.

## PHYSICAL DISTANCING

Employees must adhere to occupancy restrictions in employee gathering locations, including breakrooms, offices, meeting rooms and desk areas. Proper physical distancing measures, of at minimum six feet of distance, must be taken when communicating with one another.

## DAILY OPERATIONAL BRIEFINGS

Briefings will be held in areas where employees can practice proper physical distancing, and/or while wearing required PPE in the few instances physical distancing may not be an option. We are fortunate to have ample space at our properties that allows our teams to conduct these briefings while maintaining physical distancing practices.

## CORPORATE OFFICE RE-OPENING

Corporate Headquarters will be opened with a phased approach with essential employees returning first to the workplace. An "Essential Employee" is an employee that is required to work from the office during a full or partial business closure. They are unable to fulfill their duties remotely or have obligations that require them to physically be at the Corporate Office. Essential Employees shall be defined by department heads and cleared with HR & Security for approval. We will gradually increase the number of employees returning to work, starting first with an A/B staffing model, working toward full operations when conditions safely allow.

## FIT FOR DUTY FORM

All Caruso employees and contractors will be required to complete a Fit for Duty Form when working on the property. The form will serve as a COVID-19 related health screening to determine fitness for work, confirm appropriate PPE, and remind employees of our hand-washing and physical distancing protocol.



# CLEANING PRODUCTS AND PROTOCOLS

Our properties use cleaning products and protocols that meet EPA guidelines, are approved for use, and effective against viruses, bacteria, and other airborne and bloodborne pathogens. We are continuing to work with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and that necessary PPE is available.

## PUBLIC SPACES AND COMMUNAL AREAS

Robust frequency of cleaning and disinfecting has been increased in all public spaces, including an emphasis on frequent contact surfaces. Our housekeeping team is cleaning and disinfecting all public spaces on a minimum hourly basis, but we have made it everyone's responsibility to continuously clean their work spaces. Guest touchpoints, including credit card devices, will be sanitized after each transaction.

## HOUSEKEEPING

The housekeeping team will be provided additional training on reusable versus disposable cloths and towels. Carts and equipment will be sanitized at the start and end of each shift. Items stored on shelves in the back of house area will be placed in bags to minimize exposure to open air when not in use. Training will emphasize physical distancing protocol while cleaning and specific sanitation consideration will be paid to the following areas:

- Desks, countertops, tables and chairs
- Phones, tablets and remotes
- Thermostats
- Cabinetry, pulls and hardware
- Doors and door knobs
- Bathroom vanities and accessories
- Bathroom fixtures and hardware
- Windows, mirrors and frames
- Lights and lighting controls
- ATMs
- Elevator buttons
- Handrails
- Writing instruments
- Copy machine and other shared equipment

## BACK OF HOUSE

The frequency of cleaning and disinfecting will also increase in high-traffic, back-of-house areas with an emphasis on the employee breakrooms, employee entrances, locker rooms, employee restrooms, loading docks, offices, kitchens, security offices and concierge desks. The use of shared food and beverage equipment in office pantries (including shared coffee brewers, cups, bowls and utensils) will be discontinued.

## 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 gadgets, engineering tools, safety buttons, folios, cleaning equipment, keys, writing instruments, time clocks and all other direct contact items used throughout the property. Team members will wipe down shared equipment after each use. Housekeeping will additionally clean all shared equipment at the beginning and end of each shift.

## ELECTROSTATIC MISTING MACHINES (EMIST)

This non-toxic disinfectant sprayer works by laying down an even, uniform and wraparound layer of germ-killing power. It will be used to disinfect all areas of the property including high-touchpoint areas at least twice daily.

## AIR FILTER AND HVAC CLEANING

Frequent air filter replacement and HVAC system cleaning will take place throughout all properties.



# RETAIL

## PROPERTY OPERATIONS

### HAND SANITIZER

Contactless hand sanitizer stations will be located throughout property near all entry and exit points, concierge desks, inside of elevators and near ATM machines. Locations will be clearly marked by signage throughout each property in both guest and employee areas. Travel-sized bottles will also be available for guests at designated stations throughout the property.

### PERSONAL PROTECTIVE EQUIPMENT

Masks or face coverings will be required of all guests while visiting property. Non-medical grade, single-use masks will be available to guests upon request from our Concierge as well as property ambassadors.

### PHYSICAL DISTANCING

Physical Distancing Ambassadors will advise guests and employees to follow distancing guidelines while on property. Onsite staff will be trained in physical distancing guidelines to fulfill the Physical Distancing Ambassador role. Distances of six feet or more must be maintained while on property

(queuing, sitting, congregating, etc.). Employees will be reminded to not touch their faces and to practice physical distancing. All properties will comply with, or exceed, local and state mandated occupancy limits. Physical distancing cues in the form of floor decals, stanchions, signage and furniture placement will be applied to ensure proper protocols are being followed. Shields will also be utilized at guest interaction points including concierge desks, podiums and booths.

### GUEST HEALTH CONCERNS

All employees will be given clear instructions on how to report and respond appropriately to anyone showing signs of illness. This response will be dictated by local guidelines and or those determined by our on-staff Doctor or Nurse to ensure all safety and personal/privacy health precautions are taken.

### PERSONAL HYGIENE

Illustrative hygienic guidelines will be posted in front-of-house and back-of-house restrooms. See Appendix.

## THE GUEST EXPERIENCE

### PERSONAL VEHICLE (SELF-PARKING)

Hand Sanitizer stations will be available at each elevator landing, inside each elevator and near all entries and exits to the properties, including Uber Lounge and rideshare drop-off locations.

### VALET AND CAR WASH

For the health and safety of our guests, valet parking and car wash services will be temporarily suspended until further notice.

### CARUSO CONCIERGE

Our award-winning Concierge team will continue to be available with reduced staffing levels to ensure our employees are able to adhere to physical distancing guidelines. Usual amenities, such as complimentary bottled water, will continue to be available, and bottles will be wiped down and placed on the counter for guests to retrieve. There will be no direct contact between our Concierge team and guests at any time. Contactless payment solutions will be available for guests at all points of payment.



## CARUSO BELL SERVICE, HANDS-FREE SHOPPING, SHOE SHINE

For the health and safety of our guests, bellman services, shopping bag storage and shoe shine services will be temporarily suspended until further notice.

## THE TROLLEY

Services for The Trolley at both The Grove and The Americana at Brand will be temporarily suspended until further notice.

## ELEVATORS

Elevator use will be reserved for those in need, including elderly persons, persons with disability, pregnant people, families with children and guests with pets or services animals. Elevator access will be limited to one household per elevator car. We will ask all other guests to use escalators and stairs in lieu of the elevators.

## STAIRS

Railings will be cleaned on a regular basis.

## ESCALATORS

Hand sanitizer dispensers will be available at each landing. Escalator touchpoints will be cleaned on an hourly basis.

# TENANT SUPPORT

## CURBSIDE CONCIERGE

Curbside Concierge is currently available at The Grove, The Americana at Brand and Palisades Village. The program allows guests to order products and food online or by telephone, complete with one-stop curbside pickup while remaining in the comfort of their vehicle. Dedicated curbside pickup locations are also available across all retail properties.

## STORE-TO-DOOR

We will offer tenants the opportunity to opt in to home delivery of products from Caruso properties to guests' homes with contactless drop-off.

Signage will be put in place as a reminder for all guests to keep a safe space between each other.

## PUBLIC RESTROOMS

Once public restrooms reopen, a restroom attendant will be present during all operating hours to clean the public restroom after each use and monitor occupancy, ensuring that no more than 50% of stalls are in use at any given time. Antibacterial soap will be available in all restrooms and terry cloth hand towels will be replaced with disposable hand towels. Directional floor decals will be applied to ensure proper flow of foot traffic.

## FAMILY ROOMS AND MOTHER'S ROOMS

Our Family Room and Mother's Room will be temporarily suspended until further notice.

## BENCHES AND SEATING AREAS

All seating areas will be cleaned at minimum on an hourly basis. In some cases, seating will be adjusted to reduce occupancy and/or rearranged to adhere to physical distancing protocols. The distribution of blankets in our green spaces will be temporarily suspended until further notice.

## STORE OCCUPANCY

Store occupancy will follow local and state guidelines. Caruso will assist tenants with queue management outside of their storefront to ensure a safe guest experience.





# RESIDENTIAL

## PROPERTY OPERATIONS

### CONCIERGE & RECEPTION DESK

Concierge will continue to be available with reduced staffing. Touchless hand sanitizer stations will be available at the desk.

### WORK ORDERS

Engineering will take every precaution including wearing required PPE and ensure they maintain physical distance from the resident. Residents will be asked if they would prefer not to be in the unit at the time of service. All tools and equipment will be sanitized following each use.

### PACKAGE DELIVERY

Packages are sanitized upon arrival to the best of our ability. Concierge Ambassadors will wear required PPE when delivering packages to residents. Depending on the resident's preference, Concierge will either perform a contactless drop-off or allow the resident pickup at the desk.

## AMENITY & SERVICES

### IN-ROOM DINING AND MEAL DELIVERY

Contactless delivery will be made available to all residents.

### FITNESS CENTER

For the health and safety of all residents, Fitness Centers will be closed until further notice.

### VALET AND HOUSE CAR

Valet service has been temporarily suspended until further notice. House Car service at 8500 will also be temporarily suspended.

### LEASING TOURS

Prospective residents will be directed to online 3D tours and imagery where possible. In addition, Leasing Agents will provide guided tours via FaceTime and pre-recorded videos. Onsite visits will require both the prospective resident and the Leasing Agent to wear masks and gloves. The appropriate distance will be maintained throughout touring the common areas and vacant residences. Visits will be staggered to ensure no overlap between appointments. The Leasing Agent will call for a separate elevator from the guest. Should the prospective resident wish to proceed, all necessary documentation and applications will be completed electronically. Viewings are by appointment only.

### AMENITY SPACES AND COMMON AREAS

Increased frequency of cleaning, at minimum hourly, in the clubroom, roof deck and restrooms. Additional training will be conducted, focusing on high touchpoint areas including door handles, chairs, tabletops and elevator buttons, all of which will be sanitized hourly.

### POOL & JACUZZI

Pool seating will be configured to allow for proper physical distancing. Towel valet will be sanitized hourly at minimum. Chaise lounge chairs and equipment will be sanitized on a regular basis.



# RESORT

## EMPLOYEE

### PERSONAL PROTECTIVE EQUIPMENT (PPE)

All associates will be trained on how and when to use personal protection equipment. Appropriate PPE will be worn by all associates based on their role and responsibilities and in adherence to state or local regulations and guidance, including masks and gloves when necessary. Every associate entering the property will be provided a mask and required to wear that mask while on property.

### WELLNESS CHECK UPON ARRIVAL

All associates will go through sanitizing procedures and a wellness check upon arrival. Temporal thermometer checks and symptom screenings will be executed at the associate entrance and we will monitor temperatures of associates before they enter the building. If temperature is acceptable, they will sanitize their hands at the station provided and step in the foot bath to sanitize the bottom of their shoes. If temperature is not acceptable, a secondary check will be conducted. If the high temperature is confirmed, they will not be permitted to enter the building.

### DAILY PRE-SHIFT & TIMEKEEPING

Daily associate pre-shift meetings and line ups will be conducted in areas that allow for appropriate physical distancing between associates. Larger departments will stagger associate arrival times to minimize traffic volume. Hand sanitizer stations will be available at each time clock location, and associates will be required to sanitize their hands after clocking in.

### PERSONAL HYGIENE TRAINING

Personal hygiene training will be conducted prior to associates returning to their scheduled shifts. Training will include washing of hands, coughing into elbow, limited contact with other associates and guests, use of protective equipment and procedures for reporting a COVID-19 illness or recognizing symptoms. Posters will be prominently placed throughout the hotel and at all wash stations.

### ASSOCIATE CAFETERIA

- Seating capacity will be reduced to ensure proper physical distancing
- Seating arrangements will be revised to adhere to physical distancing guidelines
- Associate meal breaks will be assigned and scheduled to ensure smooth flow of associates and eliminate overcrowding
- A designated associate will be present to serve all meals and issue plates and flatware
- The attendant will ensure proper sanitation standards are being followed
- Soda fountain will be discontinued — only single-use beverages will be provided
- The cafeteria will have limited operating hours for lunch and dinner
- An outdoor seating area will be provided for paid breaks with chairs, tables and umbrellas



# CLEANING PRODUCTS

## OVERNIGHT SANITIZATION

The resort will use electrostatic sprayers to thoroughly sanitize all parts of the resort, both back and front of house including:

- Restrooms
- Locker rooms
- All spa treatment rooms and salon
- Kitchens
- Restaurants
- Bars
- Public spaces
- Office spaces
- Elevators
- Stairwells
- Guest corridors

# HOUSEKEEPING

In addition to our existing and exceedingly rigorous cleaning standards, the following changes will be implemented to ensure we are maintaining impeccable cleaning practices while keeping our associates and guests safe.

## CLEANING TOOLS & SUPPLIES

- Associates will have access to proper cleaning tools, such as microfiber cleaning cloth
- Housekeeping will use disposable items whenever possible
- For guest room cleaning, a minimum of 4 different color-coded microfiber cloths must be used per cleaning service
- Tools will also include: sponges for shower, water closet and vanity, toilet brush with proper cover to protect when wet, shower/glass squeegee, etc.
- All chemicals used during cleaning will be CDC and EPA certified

## GUESTROOM CLEANING PROCEDURES

- Specific sanitizing will be done on key touchpoints in the guestrooms:
  - o Knobs, door handles, hardware
  - o Phones
  - o Remote controls
  - o Lighting and HVAC controls
- Remote controls will be sanitized with an individual sanitizing wipe placed next to the remote for guest use
- To mitigate cross-contamination, each room will be

cleaned with a clean set of cloths and sponges, placing used items in a separate “dirty” or “used” bag

## PERSONAL PROTECTIVE EQUIPMENT (PPE)

Employee PPE will be readily available and utilized. Masks and gloves must be worn when cleaning public areas and guest rooms. Proper disposal procedures will be in place with all associates trained accordingly. Room attendants will wear a face covering, gloves, and shoe covers when cleaning a room. Gloves and shoe covers will be changed after cleaning each room.

## PUBLIC AREA CLEANING

Increased frequency of cleaning in all public areas and washrooms. Additional training will be conducted, focusing on key areas that need frequent attention, such as door handles, tabletops and elevator buttons — all of which will be sanitized hourly. A receptacle will be added by entrance of public washrooms, allowing guests to easily dispose of towels used to open the door.

## EXPLORERS CLUB

All tabletops, handrails and surfaces will be cleaned and sanitized consistently, at least once per hour. All toys and books will be disinfected at the end of each session to ensure area is properly cleaned. An ozone machine will run at the end of each day to filter and purify the air.



# GUESTROOMS

## PERSONAL PROTECTIVE EQUIPMENT

Masks or face coverings will be provided and required of all guests while in common areas of the resort.

## CARE KITS

A care kit consistent of 2 masks, disinfectant wipes and travel-size hand sanitizer will be placed in the closet or on the vanity, wherever is most visible and easily accessible.

## BEDDING

All decorative pillows and throws will be removed from the bed.

## MAGAZINES AND COLLATERAL

Magazines and reusable collateral will be removed from the guestroom. Press Reader will be offered as the paperless, digital alternative to magazines and newspapers in-room. Non-essential disposable collateral will be removed from room (paper, envelopes, post cards, etc.).

## BATH SALTS

Open bath salts will be removed from the tub and replaced with individually packaged salts.

## GUEST AMENITY REQUEST DELIVERY

Associates will ensure proper PPE is worn when delivering items. For small items, the associate will deliver the items on a tray that is wiped down prior to delivery. The item will also be sanitized. As an added precaution, an individually wrapped sanitizing wipe will be on the tray for the guest to use to again sanitize the item. The associate will present the tray to the guest without handing the item directly to the guest to avoid unnecessary contact upon delivery. For large items

like pillows or blankets, the items will be placed in a plastic bag and delivered to the guest, also accompanied with an individually wrapped sanitizing wipe.

## VANITY

Vanity glasses will be replaced with a tall, narrow tumbler. Bathrobes to be removed from bathroom and placed in closet with cover or in drawer with tissue paper. Bathroom glasses will be replaced with tumblers.

## UMBRELLAS

Umbrellas will remain in the guest closet and will be sanitized by the room attendant upon guest departure. For guest convenience, umbrellas will continue to be placed by main resort entrance on rainy days and will be sanitized prior to being distributed to a guest. Guest Services will sanitize the handles of each umbrella as they are returned. Vanity bathroom flowers will be removed.

## ROOM RECOVERY PROTOCOL

In the event of a guest with a confirmed case of COVID-19 the guest's room will be removed from service to undergo enhanced deep-cleaning sanitization protocols by a licensed third-party expert. The guest room will not be returned to service until the room is deemed safe by the third party and local health authorities.

## UV AIR PURIFIERS

Ultraviolet light air purifiers have been installed in HVAC systems in the Manor House to purify and sanitize air. Additionally, only outside air is being brought into the building rather than recycled air.



# FRONT OFFICE

## FRONT DRIVE

- A valet attendant will be positioned at the front drive to control the flow of entry traffic
- Stanchions will be used to create 2 lanes (used alternatively) to enforce proper physical distancing
- Guest services associates will not open the doors of cars or taxis
- Disinfecting wipes will be available on the Valet & Bell stands for associates to use for POS stations/common use equipment including pens and wiping surfaces after each guest moves through the area
- A pump of sanitizer will always be available on the valet stand for guests and associates to use
- Valet service will be temporarily suspended and guest will be asked to self-park
- Bell Carts will be sanitized after every use — as part of rotational system that will place one cart at a time away from the operation to be sanitized
- Refueling services will be offered to overnight guests
- Bell Attendant will first ask guests if they may assist with the luggage — if so, single-use gloves will be used and then disposed of after use

## FRONT DESK

- Manor House door will be staffed to control guest flow, with floor decals will be used to ensure physical distancing is followed
- Disinfecting of work surface/phone, keyboard, POS, and pen, followed by hand sanitizer of hands before welcoming next guest
- Hand sanitizer stations will be at every workstation: Front Desk, Lobby entrance, Concierge, Bell Stand
- Curbside check-in will be available so guests will not need to enter the main building
- Every other terminal will be utilized to ensure physical distancing is in place during arrival
- Guestroom keys will be wiped with sanitizing wipes in front of the guests before handing to guest

- Two jars of pens will be provided — one for clean and sanitized pens, one for used pens
- Returning guests will be offered credit card authorization forms to streamline future check-in processes
- Guests will be offered the option of an initial room escort

## CONCIERGE

- Stanchions will be set up to control traffic flow with resort crest floor decals placed on floor to allow appropriate physical distancing between guest and concierge desk
- Concierge will disinfect all work surfaces including phones, keyboards, Point-Of-Sale stations and pens then apply hand sanitizer before welcoming next guest
- Should a guest require longer interaction, associates are encouraged to escort the guest to speak in an open space of the lobby and avoid unnecessary crowding at the Concierge desk
- Individually wrapped sanitizing wipe along with sanitizer will be offered to each guest who has informed the associate they are either going on an offsite activity or dining
- Guest packages will be wiped down and sanitized, and then will be placed in a plastic bag until guest delivery or pickup
- Shoeshine service will be temporarily suspended, and instant polishers and shine kits will be offered to guests as an alternative

## BACK OF HOUSE

- Seating of associates while working a scheduled shift will always allow a six foot separation and/or inclusion of plexiglass between work stations to ensure physical distancing in office areas
- Back of House associates will disinfect all work surfaces including phones, keyboards, Point-Of-Sale stations and pens then apply hand sanitizer every 30 minutes and/or before returning to their workstation



## SECURITY

- Touchless sanitizer dispenser will be available at all security posts
- Officers posted at employee entrances and checkpoints will remind all coworkers to sanitize upon entry/exit to the property or checkpoint
- All contact surfaces will be sanitized at the completion of an incident or report (in addition to standard hourly sanitization protocols)
- Security Officers will assist with enforcing physical distancing protocols in guest queuing areas as required (restaurants, guest services, valet, registration areas, bars, pools, etc.)
- Security Officers will familiarize themselves with sanitizer and PPE distribution points for guests and coworkers and include in their rounds to ensure ample supply
- Dali fixed thermal camera to be placed at associate entrance and Security Officer to monitor temperatures

The following areas of the business will reopen once the government mandates lift and conditions safely allow. In preparation, we have drafted the following protocol which will be updated to include additional guidance from the county.

## FOOD AND BEVERAGE

### RESTAURANTS

- Restaurants and bars will revise seating arrangements to adhere to physical distancing guidelines
- Floor team will oversee and enforce physical distancing protocols
- Occupancy will be limited in accordance to State and County guidelines
- Disinfectant supplies will be readily available within each restaurant for immediate cleaning of surfaces, materials and reusable supplies
- Hand sanitizer dispensers will be available on all host stands for guest and associate use
- Tables will be disinfected and wiped down before and after each seating
- Placemats will be changed after every guest
- All straws will be individually wrapped
- Guests will be offered the choice of sealed disposable cutlery or silverware as well as disinfecting wipe

### POOLS

- Pools will revise seating arrangements to adhere to physical distancing guidelines
- Pool team will oversee and enforce physical distancing protocols
- Occupancy will be limited in accordance with State and County guidelines
- Designated entrances and exits to pools will be assigned to manage flow of foot traffic
- Towel desk, entry kiosks and all other desks and counters will be sanitized with increased frequency
- Pool furniture will be disinfected and wiped down before and after each use
- Chaise lounges will not be pre-set with towel cover and towels, but will be available at all entrances
- Infused water will not be available — bottled water only



## EVENTS/BANQUETS

- Event capacity levels will be determined in accordance with State and County guidance
- Meeting and banquet set-up arrangements will adhere to physical distancing guidelines
- Self-serve buffet style food service will be suspended; thoughtful alternatives will be offered
- Disinfectant supplies will be readily available within each meeting and event space for immediate cleaning of surfaces, materials and reusable supplies
- Functions will be plated only
- Linens will be replaced after each use
- Used linens will be appropriately contained and treated
- Clean linens will be kept in sealed plastic bags as long as possible, and only opened once at the desired location
- Silverware will be sanitized, wrapped in plastic and placed by associate wearing proper PPE or all silverware can be pre-rolled in napkins based on guest preference
- Coffee stations will be serviced by an attendant; no self-serve options available
- No shared sugar, condiment or cream will be used
- Water stations will be eliminated, with only single-serve sodas and beverages offered
- Host will control physical distancing when necessary

## IN-ROOM DINING

- Options of contactless delivery, to-go offerings and/or full in-room setup and service will be offered to each guest
- Contactless tray retrieval will be available for all guests
- Associates will use appropriate PPE while preparing, handling and retrieving In-Room Dining items
- Signature-free delivery will be a standard practice so guests do not have to touch a check presenter or use a pen upon delivery
- Picnic basket options will be offered to guests for breakfast, lunch and dinner during specified hours. Guests can enjoy the picnics throughout designated areas on property. Associates can assist guests by delivering and setting up picnic material.
- Pre-mixed cocktails will be provided inside guestrooms, and DIY cocktail kits will also be available for guests
- Menus will be limited and change often

## BAR S

- Bars will revise seating arrangements to adhere to physical distancing guidelines
- Bar teams will oversee and enforce physical distancing protocols
- Occupancy will be limited in accordance to State and County guidelines
- Disinfectant supplies will be readily available within each bar for immediate cleaning of surfaces, materials and reusable supplies
- Hand sanitizer dispensers will be available on all host stands for guest and associate use
- Menus will be provided via QR Code
- Tables will be disinfected and wiped down before and after each seating
- All garnishes and fruits will be double-washed upon receipt into the bar, and again before they are used in preparation of a drink
- All straws will be individually wrapped
- Shared bar snacks will be removed
- Cocktail napkins will be single-use

## KITCHENS

- Adherence to proper PPE & Hygiene standards will be strongly enforced
- All culinary employees will wear aprons and hats (in addition to the general mask and glove requirements)
- Hands-free soap dispensers, faucets and paper towel dispensers will be at all washing stations
- All food and beverage product will be removed from original packaging and sanitized in designated back of house area before entering the kitchens
- USDA and CDC guidelines will be strictly followed
- Storage containers will be sanitized before and after each use
- Food preparation stations will be sanitized at least once per hour
- Test sanitizer solution for effectiveness at least every two hours
- Kitchen will be deep cleaned and sanitized each night



# SENSE SPA

## SPA CHECK-IN/CHECK-OUT PROCESS

Receptionists will wear gloves and masks at all times. Upon guest arrival, receptionist will sanitize a pen in guest view and present a health waiver. Upon check-out, the receptionist will sanitize a pen in guest view for final signature of folio. Hand sanitizer will be placed at reception desk. Welcome cold tea will be offered and only handled by the receptionist. Physical distancing protocols will be monitored and enforced by the receptionist. Layout of standing area for check-in and check-out will be designed for appropriate physical distancing. Additional seating outside of spa reception area will be available.

## SPA FOOD & BEVERAGE

Shared snacks will be removed, and only individually wrapped spa snacks will be offered. Water bottles will be used instead of fruit infused waters, and personalized tea service instead of shared tea selection will be offered.

## SPA SERVICES

While in treatment, estheticians/nail technicians will use a mask and gloves when giving a facial/nail service. Massage Therapists will use gloves and masks during massage.

- **Treatment Rooms.** Treatment rooms will be sanitized in front of guests. Face cradles and countertops will be sanitized in guest view.
- Pedicures and Foot Bath Ritual will utilize single-use plastic lining to be placed in foot bath prior to treatment

## FITNESS CENTER

- **Food.** Fruit bowls, dry fruit and nut snacks will be removed from the facility.
- **Fitness Classes.** Complimentary classes will be moved out of the studio to outdoors as feasible. 10 people maximum per class on a first-come, first-served basis. Additional classes will be offered, and if needed, livestream fitness classes for in-room use will be an option. Masks and gloves will be worn by instructors. Diffusers with essential oil will be placed to keep air clean.

- **Fitness Center Hours of Operation.** Restricted hours to ensure attendant is present at all times while open.
- **Fitness Equipment.** Additional sanitizing wipes will be available throughout the gym for safety and a Fitness Attendant will be present to sanitize equipment during operating hours.
- Signage will be displayed on cardio TVs and in frames outlining specific cleaning practices for the Fitness Center.
- **Fitness Center Robes & Towels.** Chilled towels will be removed from fridge. Dry towels will remain minimally folded and placed by associate wearing proper PPE.
- **Fitness Staffing.** An attendant will be in the area during all hours of operation, wearing proper PPE at all times. Foot covers will be worn by all spa associates.
- **Water Station.** Disinfecting wipes will be adjacent to water station with note requesting that each guest wipe spout before use.
- **Headphones.** Single-use headphones will continue to be provided in Fitness Center.
- **Equipment Cleanliness.** Overnight cleaners will sanitize all equipment overnight. Each piece of equipment will be sanitized after use by the attendants.

## UV LIGHT AND AIR QUALITY

- Ultraviolet light air purifiers have been installed in HVAC systems in the Fitness Center to purify and sanitize air.
- Additionally, exterior doors will remain open during operating hours and usage will be monitored by the Fitness Attendant.

## LOCKER ROOM ORIENTATION

Receptionist will introduce guest(s) to Spa Attendant and maintain proper physical distancing. Locker room orientation will include notification that no more than 4 guests may be inside the locker room at a time.

## WET FACILITIES

Wet facilities, including steam rooms and saunas, will remain temporarily suspended until further notice.





## AMENITIES IN LOCKER ROOMS

- Single-use amenities will be offered and individually wrapped wherever possible. This includes cotton swabs, cotton rounds, toothbrush, toothpaste, disposable underwear, tampons, sanitary pads and combs.
- UV Sterilizer with brushes and combs placed in locker rooms for guest safety and hygiene.
- Mouthwash cups will have a dispenser to minimize hand-touching.
- Sanitizing wipes will be placed in locker rooms for guests to wipe down hair tools prior to use with additional frequent cleaning of these tools by spa attendants
- A trash can or basket will be added by entrance of each locker room, allowing guests to easily dispose of towel used to open the door.

## SPA SANDALS

Spa Attendants to continuously disinfect plastic reusable sandals with Barbicide disinfectant. Upon offering guest their sandals in locker room, disinfectant will be sprayed onto sandal in guest view.

## RELAXATION LOUNGES

All chaise lounges and chairs will be appropriately spaced apart to allow for physical distancing throughout the spa and relaxation lounges. Newspapers and magazines will be removed. Press Reader will be offered to all guests and members.

## LOCKER SANITIZATION

Lockers will be thoroughly sanitized after each use by the spa attendant.

# GUEST EXPOSURE

## IN-HOUSE RESORT GUESTS

**If a current resort guest is feeling unwell or is exhibiting flu-like symptoms, the guest will be asked to return to their room or leave the resort. The guest will be provided with information regarding COVID-19 testing and local resources for medical care as needed.**

## NAIL & HAIR SALON

- All therapists will wear the appropriate masks, gloves and shoe covers when entering the area and opening doors.
- Social distancing between guests and associates will be observed at all times.
- Maximum of 3 guests in salon at one time.
- All amenities will be kept in original packaging.
- Hands will be washed in view of the guests.
- Nail tech/stylist will keep mask on during treatments.
- Equipment will be placed in “used” container after use; sterilize all metal equipment in autoclave.
- Hand sanitizers will be available in salon for guest use.
- All technicians will spray foot basin with antiseptic and antibacterial chemicals while informing the guest that these are disinfectant measures used to wash each foot basin.

## TREATMENT ROOMS

- Treatment rooms will be sanitized in front of guests.
- Face cradles and countertops will be sanitized in guest view.
- One hour of cleaning between treatments will be allotted for proper room sanitization.
- Therapists will utilize proper PPE during treatments.
- Spatula will be used to remove product from container.
- Face masks will be applied with a brush and then properly disposed.
- Therapists will offer a sanitized pouch for guests to keep their mask during treatment, if applicable.

## **If a guest requests to return to their room:**

- The Director of Security will be called to escort the guest for the remainder of the process.
- The guest will be provided appropriate PPE (if not already wearing) and escorted directly to their room.



**If the guest does not return to their room:**

- The Director of Security will secure the room and not permit access until medical clearance is given and/or the room is sanitized.
- The guest's belongings may remain in the room until the guest has been diagnosed with COVID-19.

**If the Guest is sharing the room or has had close contact with other visitors:**

- The Director of Security will determine if the additional persons exhibit signs of illness. If so, the full protocol will be followed beginning with a secondary screening and contact tracing.
- If the potentially affected guest(s) do not have a temperature at or above 100.4°F, and wish to stay at the resort, they are required to remain in their hotel room to self-isolate until they have been medically cleared.

**INTERNAL REPORTING**

- The Director of Security will log all incidents in an incident report.
- The report will be submitted to only the Resort Manager and Managing Director.
- At a minimum, the incident report is to include the visitor name, identification information, room number (if applicable), if the temperature reading(s) was at or above 100.4°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.

## CASE NOTIFICATION AND RECOVERY

**RECOVERY PROTOCOL**

In the event of an employee or guest with a confirmed case of COVID-19, any potentially affected area will be removed from service and immediately undergo an enhanced cleaning protocol by a licensed third-party expert. We will additionally follow the direction of local authorities as well as our internal notification protocols, contact tracing guidelines, disinfecting protocols and quarantine procedures.

**ENTRY SCREENING (EMPLOYEES)**

Caruso employees will be screened prior to entry onto the property. Non-invasive thermal cameras will be located at each entry point to our offices. Any person displaying obvious flu-like symptoms, based on symptoms outlined by the CDC, or a temperature at or above 100.4°F will be discreetly offered a secondary screening in a private and isolated area outside of the office.

A Security Officer using appropriate PPE and a temporal thermometer will record a second temperature. If the second reading confirms a temperature at or above 100.4°F, the Employee/Visitor will be deemed a high-risk visitor. Should an Employee/Visitor refuse a secondary reading, they will

be denied entry to the property and provided a COVID-19 information card.

In each case where a secondary screening is conducted, regardless of the findings, the Security Supervisor will notify the Preliminary Investigator to prepare an incident report. The report will be submitted to ONLY the Senior Vice President of Security, HR Flu Manager and Caruso Nurse. Actions to sanitize the entry area where the Employee/Visitor entered will commence immediately.

At a minimum, the incident report is to include the Employee/Visitor name, where they work, supervisor (or who they were here to visit), and the temperature reading(s). An immediate call to the noted above persons is required if the Employee/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.

**NEARBY INFECTIONS**

Should a business within a 0.25-mile radius of our properties report a confirmed case of COVID-19, we would follow the same recovery protocol as an on-site case.



# APPENDIX

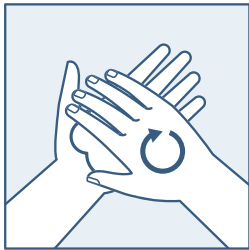
## 5.1 PERSONAL HYGIENE

1. Cover your mouth when coughing or sneezing.
2. Maintain good indoor ventilation.
3. Avoid sharing food, crockery, utensils and other personal hygiene items.
4. Avoid physical contact, such as shaking hands, and avoid touching your face or rubbing your eyes.
5. Maintain good personal hygiene, including frequent handwashing with soap and water, or the use of alcohol-based hand rubs.
6. Proper handwashing requires soap and water. The constant rubbing action helps soap break down the grease and dirt that carry most germs. Washing your hands for at least 15 to 30 seconds with soap and

water does not just make your hands smell fresh, but also reduces germ count by up to 99%.

7. Follow these eight simple steps to keep your hands clean:
  - a. Palm to palm
  - b. Between fingers
  - c. Back of hands
  - d. The base of thumbs
  - e. Back of fingers
  - f. Fingernails
  - g. Wrists
  - h. Rinse and wipe dry

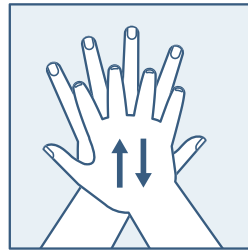
## 5.2 PROPER HANDWASHING TECHNIQUE



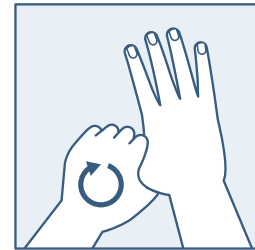
a. Back to palm



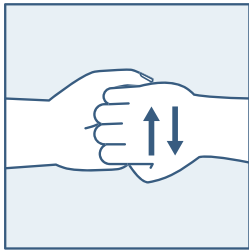
b. Between fingers



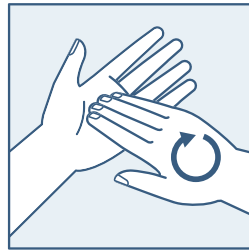
c. Back of hands



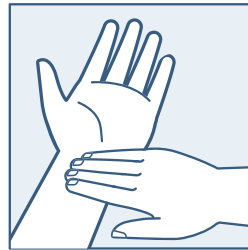
d. Base of thumbs



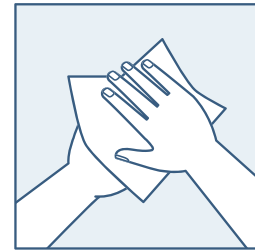
e. Back of fingers



f. Fingernails



g. Wrists



h. Rinse and wipe dry

### 5.3 HOW TO WEAR A SURGICAL MASK



It should **cover your mouth, nose and chin** with the coloured side facing outwards



**Pinch the metal edge of the mask** so that it presses gently on your nose bridge



Remove a used mask by **holding only the ear loops**

Please note that Caruso is committed to providing a safe and secure environment for all its guests, residents, tenants and employees and will use reasonable efforts to implement the plan set forth herein. However, due to numerous factors outside of our control, including the uncertainty of availability of supplies and materials, ever-evolving governmental mandates and regular dissemination of new public health information, we make no representations, warranties or guarantees, express or implied, regarding the implementation of the following protocols and procedures, all of which are subject to change. Due to the dynamic nature

and rapid evolution of public health emergencies and the responses of governmental officials, conditions on our properties may change more quickly than this policy can be updated, As a result, you should not rely on a specific policy or procedure outlined in this policy being in place at the time of your visit to one of our properties. While we look forward to welcoming everyone back to our world-class properties, we sincerely encourage all visitors to closely consider the current CDC guidelines and available public health information prior to visiting any space open to the public.

