



Security COVID-19 Mitigation Procedure

Department:	Security	Position:	All
Division:	Resort Operations	Effective Date:	May 1, 2020
SOP:	Security COVID-19 Mitigation Procedure	Revised Date:	

POLICY: The Security policies and procedures have been updated and enhanced, to better support our efforts in protecting the health and safety of our guests and team members.

Westgate Resorts will provide masks in accordance with guidelines issued April 3, 2020 by the Centers for Disease Control and Prevention (CDC): "CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies) **especially** in areas of significant community-based transmission." Wearing a mask is **required** for any Westgate Resorts team members that interact with guests but is not intended as a replacement for social distancing, which should be practiced whenever possible, even while wearing a mask.

DISCLAIMER: Westgate Resorts can neither independently certify nor guarantee the effectiveness of masks in preventing virus transmittal, including but not limited to COVID-19. Westgate Resorts is not liable for any issues arising or relating to the use of a mask (directly or indirectly) including, but not limited to, transmittal of any virus.

General Procedures

These procedures are guidelines for all team members, and, in appropriate circumstances, for guests.

Screening Process: Team members must undergo temperature and symptom checks at designated building points of entry prior to starting their shift.

- Security and management will check temperature with a non-invasive thermometer.
- Gloves will be worn when taking a team member's temperature.
- Team Members with temperature reading of 100.4°F (38°C) or higher or showing other signs of illness will be asked to leave immediately.
 - Team Member's name will be recorded, and they are required to follow quarantine procedures.
 - A physician authorization must be provided to TMS before returning to work.
- When known symptoms are encountered (fever, cough, shortness of breath, sore throat, headaches and muscle aches, new loss of smell and taste), property leaders will be notified, and the team member must follow the SOP for flu-like symptoms.

Distribution, Securing and Use of Face Masks: Appropriate PPE will be worn by all employees based on their role and responsibilities and in strict adherence to state or local regulations, laws, and guidance.

- All team members are required to wear a mask while in any public area.
- Team Members will undergo mandatory training on proper use and disposal of Personal Protective Equipment (PPE).
- Masks and gloves will be distributed and tracked by a single point of contact at the resort property and/or corporate location.
- Team Members will have the option to replace their mask every 5 working days, depending on supply.
- Masks are to be handled with gloves and issued in individual disposable bags.
- Masks/gloves are to be treated as a required part of the Team Member's uniform.

Quarantine Procedures: Proper quarantine procedures are a key step to slowing the spread and help ensure the health and safety of other team members and our guests. If it's believed that the COVID-19 virus has been encountered, the following steps are required:

- 14-day self-quarantine outside of the workplace.
- COVID-19 testing with results verified by a health professional.
- A physician's authorization must be provided to TMS before returning to work.
- Upon notification of a suspected or confirmed case in the workplace:



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- Security will immediately secure the area, including the immediate workspace.
- The entire workspace will be deep cleaned and sanitized including, but not limited to: tables, desk, doorknobs, light switches, chairs, keyboard, mouse.
- Upon notification of a suspected or confirmed case with a guest, Security will deactivate access to the room immediately and secure it for 24 hours while enhanced cleaning procedures are performed.
 - As necessary for sanitization, Security will provide entry to the unit and document any entries.
 - Ultra-Low Volume (ULV) disinfectant fogging will be used for any public area, back of house area, or guest rooms where an individual with flu-like symptoms has worked or resided.

Approved Cleaning Products: These EPA-Approved products are to be used to disinfect and sanitize all areas:

- Multi-Purpose Disinfectant and Sanitizer
- Disinfectant Wipes
- Antibacterial Hand Soap
- Hand Sanitizers

Team Member Distancing: Social Distancing, as defined by the CDC, will be practiced by team members at all times, without exception.

- Security will monitor and enforce Social Distancing protocols.
- Team members are responsible for maintaining a physical distance of 6 feet and will be subject to disciplinary action for not following social distancing guidelines.
- Guests are advised to practice social distancing by standing at least 6 feet away from other groups of people while standing in lines or moving around the property and avoiding elevators when possible.

Routing and Queueing Plan: Queue lines and waiting areas will be rearranged to support social distancing.

- Common Area and lobby furniture will be arranged to space groups out 6 feet apart or more.
- Queue lines will have marker bands spaced 6 feet apart to define social distancing space.
- Framed signs will be placed on stands in common areas, and at start of queue lines, notifying guests of required social distancing.
- Team members will not enter elevators with guests or other team members unless necessary and unavoidable (some exceptions may apply).

Hand Washing Procedures – All team members' first course of action should be the washing of hands. Any time a team member uses the restroom or interacts with an item provided to a guest (documentation, food, etc.), an employee should wash their hands thoroughly with soap and warm water for a minimum of 20 seconds. Alternatively, hand sanitizer should be used. Repeating this can greatly reduce the chance of infection.

- Team members must wash their hands, or use hand sanitizer, after any of the following activities: using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break, and before or after starting their shift.
- Team members should avoid touching their face and neck area as much as possible to prevent germs from being spread from hands to areas identified as vulnerable to virus transmission.
- Steps for proper hand washing for all team members:
 - A thorough hand washing with soap and warm water for at least 20 seconds.
 - Regularly wash hands and use the hand sanitizer stations located throughout the properties.
 - Clean and disinfect frequently handled objects such as cell phones, keyboards, desk and table surfaces, and office phones.
- Hand washing procedures and education are part of the Westgate Safety Training Program, which requires Management to inspect all sinks for proper water temperatures.
- Increased signage for front and back of house restrooms includes signage, in both English and Spanish, that instructs team members to use the required handwashing protocols and promotes the use of hand sanitizers before and after any guest/team member personal contact.
- We have increased hand sanitizing stations throughout all public and administrative areas.



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Cleaning and Sanitizing - 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.

Hand Sanitizers – Hand sanitizers should be used with high frequency when available. If a manual door is used or a team member needs to touch a surface used by multiple individuals, the team member should immediately use hand sanitizer. Thorough use of hand sanitizer is defined as wringing the hands, interlocking fingers, and rubbing the backs of hands until the sanitizer is completely dried.

DEPARTMENT-SPECIFIC PROCEDURES

Entry Screening Measures

Security personnel will help to safeguard the safety and well-being of visitors and team members at Westgate Resorts properties with these additional procedures and education efforts.

- Upon initial return to work, Security will present Team Members a one-time “Team Members COVID-19 Screening Questionnaire” they are **required** to complete for access to Westgate Resorts properties. Security will countersign and log the document.
- Ensure all Contractors and Vendors complete and sign a **daily** required “Vendor Partner Screen” to determine access rights to Westgate Resorts’ properties. Security will countersign and log the document.
- Provide all Team Members with a face mask to wear when interacting with guests or in a public area.
- Review proper use and care of PPE items with team members, and process to receive additional supplies.
- Advise Team Members to sanitize their hands after clocking in and throughout their shift at available hand sanitizing stations and dispensers.
- Conduct non-invasive temperature checks of all Team Members, Contractors, Vendors, and visitors.
- Team Members, Contractors and Vendors with a confirmed temperature reading of 100.4°F or higher will be denied entry and directed to a medical provider for guidance and testing.
 - Notify Team Member Services, Department Head(s) and the Command Center if/when a Team Member has been declined entry due to a temperature reading of 100.4°F or higher.
- Educate on the virus, CDC guidelines and our role as an organization and servicing our owners and guests.

Social Distancing Administration

Security Officers, in coordination with the Command Center, will monitor the property to ensure appropriate social distancing is being practiced, as well as:

- Lay out and maintain color-coded tape lines marking 6-foot spacing on the lobby area floor.
- Advise guests and visitors to practice social distancing by standing at least 6 ft away from other guests and visitors while in line, using elevators, or moving around property.
- Advise guests, visitors and Team Members to practice social distancing by standing at least 6 feet away from other groups while standing in lines, using elevators or moving around the property.
- Team Members will be reminded to practice social distancing by standing at least 6 ft away from guests, visitors and other Team Members whenever possible.
- Security will help review logs verifying resort outlets comply with local- or state-mandated occupancy limits.

Cleaning & Disinfecting

Officers will be responsible for sanitizing the Corporate Lobbies and Security Office areas and vehicles. Resorts will also have designated personnel responsible for various areas.

- All contact surfaces, including digital tablets, will be sanitized at the completion of an incident or report, in addition to standard hourly sanitization.
 - Disinfectant sprays are used for larger cleaning surfaces and disinfect within first contact. Clean paper towels should be used each time and discarded.
 - Individual disinfectant wipes are used for smaller surfaces that may be touched by multiple individuals, such as vending machine buttons, keypads, and handles.
- Security will secure areas upon notification of a suspected or confirmed case of COVID-19 until proper cleaning procedures can be implemented.



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Command Center

The Command Center is designed to have two Team Members on the monitoring console seated at 6 ft apart. The Command Center will monitor our properties via live CCTV and motion sensor alerts. In addition to these resources, the Command Center is also responsible for:

- Hourly phone calls to check on properties.
- Unannounced physical visits.
- Monitoring, gathering and sharing information from Local and National news outlets, and Social Media.
- Tracking and updating reported cases of Team Member, Guest and Contractor/Vendor illness.
- Filing daily reports of activities at property level and to department leaders.
- Receiving and filing Team Member, Contractor and Vendor COVID-19 Screening Questionnaires.
- Updated tracking of Team Member, Guest and Contractor/Vendor health status to Operations Executives.
- Cleaning and disinfecting the entire Command Center at the beginning and completion of every shift and any after any interactions, including chairs, workstations, and all computer equipment.
- Command Center Team Members will not eat in the Employee Dining area; all food will be consumed in the dedicated area.
- Do not share pens and note pads with other Command Center Team Members. These items must be placed into the Team Members locker after the completion of their shift.
- Limiting visitor access to the Command Center Monitor Room and require visitors to wear a mask.
- Utilize the Command Center Operations Manager’s office to conduct reviews.

ACKNOWLEDGEMENT: I hereby acknowledge that I have reviewed and understand this department policy, and further understand that violation of any part of this policy may result in progressive disciplinary action, up to and including termination of employment.

Team Member Signature/TM#		Date:	
Manager Signature/TM#:		Date:	