



Sales Department COVID-19 Mitigation Procedure

Department:	All	Position:	All
Division:	Sales Centers / Tour Check-In	Effective Date:	3/16/2020
SOP:	Sales Department COVID-19 Mitigation Procedure	Revised Date:	5/12/2020

POLICY: The Sales Center 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 during tour check-in and sales tours.

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 who interact with guests or other team members 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 Mask: 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 replace their disposable mask every two days when working inside, or every day when working outside. Reusable masks will be washed daily or as needed.
- 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.



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- A physician's authorization must be provided to TMS before returning to work.
- Upon notification of a suspected or confirmed case in the workplace:
 - 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.

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- 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.

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.

GENERAL INFORMATION

All managers are **required** to communicate regularly with their team members and be aware of the health of each.

- If someone exhibits flu-like symptoms, direct them to seek medical advice and remain at home until they are well enough to prevent infecting those around them.
- Immediately report any suspected cases of flu-like symptoms to your department executive and Team Member Services. For the purpose of this procedure, “flu-like symptoms” includes the following:
 - Fever
 - Cough/Shortness of breath
 - Muscle/body aches or fatigue (tiredness)
 - For additional information, please refer to:
<https://www.cdc.gov/flu/symptoms/symptoms.htm>
- **Infrared Thermometers:** All Team Members and incoming guests will have their body temperature measured. The proper use of the infrared thermometer is as follows:
 - Adjust the switch to the Fahrenheit measurement unit and turn on with the power button.
 - Aim the laser pointer towards the object from which you want to collect temperature readings.
 - Stand as near as possible to get an accurate reading.
- If a guest, contractor or team member has a temperature reading 100.4° F or higher, immediately advise them to depart and seek guidance and testing from a qualified health professional.
- Immediately notify department executive and TMS and sanitize the area in accordance with the “Procedures for Areas Exposed to Flu-Like Viruses”.
- Only Infrared Thermometers approved by Westgate Resorts will be utilized for testing.

DEPARTMENT-SPECIFIC PROCEDURES

TOUR CHECK-IN:

- At lobby entry, guests will be given the opportunity to use hand sanitizer and will have their temperature checked.
 - If a guest has a temperature reading 100.4° F or higher, immediately advise them to depart and seek guidance and testing from a qualified health professional.
 - Immediately notify the department executive and TMS.
- The check-in agent will be required to ask the following before proceeding with any tour:
- Have you or anyone in your party been on a cruise in the past 14 days?
- Have you or anyone in your party traveled Internationally in the past 14 days?
- Have you or anyone in your party had any flu-like illness in the past 14 days?
- If a guest responds “yes” to any of these questions, tour will be classified as Not Qualified to Tour (NQ).



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- Tour will be given a special gift approved by the sales executive at that location and thanked.
- Tour will be required to leave the sales area. If they have any additional questions or concerns, these will be handled by a subsequent phone call.
- If guest responses are negative, the guest will be allowed to continue through the tour process, but all tour guests will be required to use hand sanitizer before they continue past the host/hostess area.

DURING SALES TOUR: All sales tours will be conducted using the CDC's Social Distancing, including:

- There is to be no physical contact during the interaction, including the shaking of hands.
- Presentation floor will space tables at a minimum of 6 feet apart or use every other table.
- Tour walks will maintain at least 6 feet between tour groups.
- Staff will not sit in groups of 10 or more.
- Representatives should regularly use and encourage tour participants to use hand sanitizer stations.
- Sales food outlets will not allow self-serve from tour guests.
- Tables and chairs will be wiped with sanitizing wipes after guests depart and before table is used again.
- Any instruments used during the sales presentation will be wiped with sanitizing wipes after each guest use, including writing instruments, laptops, and tablets.

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:	