



Team Member Services COVID-19 Mitigation Procedure

Department:	Team Member Services	Position:	All
Division:	Resort Operations	Effective Date:	May 1, 2020
SOP:	Team Member Services COVID-19 Mitigation Procedure	Revised Date:	May 12, 2020

POLICY: The Team Member Services 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 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.



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- 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:
 - 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.

DEPARTMENT-SPECIFIC PROCEDURES

After all meetings, TMS and other staff are expected to follow established hygiene protocols in addition to the procedures outlined below.

Prescreening & Interviewing Candidates

- Avoid meeting candidates face to face and online meeting tools such as Skype or Zoom.
- If an online meeting tool is unavailable, the interviewer will schedule the largest meeting room possible for the minimum time required and comply with social distancing guidelines of at least 6 ft apart.
- A mask is **required** during in-person interviews.
- Avoid physical contact, such as shaking hands.
- Coordinate next steps via email or phone.

Onboarding

- Onboarding sessions must be coordinated with social distancing based on the size of the meeting area.
- Sessions must be staggered to limit amount of new hires sharing the same space at one time.
- All shared items and areas should be disinfected after each use, including pens, pencils, keyboards, mouse, as well as desk areas, armrests and computer screens.
- Gloves are recommended when handling documents for photocopying and/or signatures.

TMS OPERATIONS

- Office Hours & Interactions will be determined by the number of team members working on property.
 - If possible, consider staggered work schedules.
- Department will be re-opened in phases based on CDC updates.
- Avoid in-person meetings whenever possible and encourage team members to use telephone, online conferencing, e-mail or instant messaging, even when participants are in the same building or area.
- Do not congregate in work rooms, lunchrooms, copier rooms or other areas.

Submitting Documentation

- Team members may scan documents (doctor's notes, FMLA Certifications, Benefits Documents, etc.) and send to TMS email or fax to TMS office.
- Alternatively, team members may send cellphone pictures of documents where available or via email.
- Gloves are recommended when handling documents for photocopying or signatures.

ComData Card Requests

- Requests for ComData cards will be accepted via phone or email.
- ComData cards may be sent via interoffice mail to department manager or, if necessary, picked up in person at TMS office when scheduled in advance.



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- If being picked up at TMS, cards may be placed in an envelope and set at a designated area where the team member may retrieve it, such as a mailbox, drop-off box, desk, or table.
- Alternatively, TMS may leave the ComData card in an envelope at the Security Desk.

Leave of Absence Requests

- For the handling of all LOA requests (FMLA, ADA, PLOA etc.):
 - Agree on the delivery of required forms over the phone, or via email.
 - Email, scan forms to the TM so they can print in their department.
 - Send via regular or express mail when necessary.
 - Where technology permits, coordinate Microsoft Teams (“Teams”) meeting to go over the request.
 - Alternatively, go over the request via phone.
 - Provide updates via phone, email or mail.

Payroll/Benefits Questions

- Team members may send inquiries to TMS or directly to payroll@wgresorts.com or benefits@wgresorts.com
- Alternatively, team members can call TMS with their inquiry.

Conflict Resolution

- Team members can schedule a meeting via Microsoft Teams when possible or schedule a conference call.
- TMS may conduct a meeting in person at its discretion, preferably with advanced notice in an area conducive to social distancing,
- Team members should send statements and backup documentation to TMS via email, mail, or fax.
- In-person interviews for investigations must be scheduled in advance when possible and take place in a meeting space where social distancing can be observed, preferably after receipt of initial statement.
- Updates can be provided via phone, email and mail.

MANAGEMENT CONSULTATION

For all matters regarding Employee Relations, including disciplinary actions and separations, TMS will adhere to the following procedures.

- Meetings will be conducted via Microsoft Teams, when possible, to discuss with manager.
- Alternatively, manager can send documentation to TMS for review and coordinate a conference call.
- If TMS must be present during the team member meeting, they can do so via Microsoft Teams or conference call.
- Alternatively, the meeting can be conducted in an area that allows for social distancing and the use of Personal Protective Equipment (PPE) such as masks and gloves.

Team Members Presenting Flu-Like Symptoms

Upon notification of a team member presenting flu-like symptoms, or with a recorded temperature above 100.4°F, the following procedures will be implemented in addition to any other previously defined actions.

- TMS will work with Security and Department Manager to secure the area, including immediate workspace.
- TMS will immediately notify Corporate TMS of any suspected COVID-19 cases.
- The entire workspace will be deep cleaned and sanitized including, but not limited to: tables, desk, doorknobs, light switches, chairs, keyboard, mouse.
- Team member is required to conduct a 14-day self-quarantine outside of the workplace.
- COVID-19 testing with results verified by a health professional.
- TMS must confirm receipt of a physician’s clearance to work before the team member may resume duties.

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.



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