



TM# _____

Corporate Operating Procedures COVID-19 Work Environment

Department:	All	Position:	All
Division:	Corporate	Effective Date:	May 1, 2020
SOP:	Corporate Operating General COVID-19 Mitigation Procedures	Revised Date:	May 13, 2020

POLICY: The Corporate Office policies and procedures have been modified to support the health and safety of our team members. Team Members are required to keep a clean, sanitized work environment at all times and maintain physical distance throughout their workspace.

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.

Orientation and Updates: All team members will be required to undergo a 2-hour virtual orientation provided online.

- Education on the virus, CDC guidelines and our role as an organization
 - A detailed list of CDC guidelines will be provided and reviewed with the team.
- Review all SOP's and have them signed by team members
 - SOP's for all new procedures will be distributed, read through, and signed by each team member.
 - Signed SOP's will be put in each team member's file.
 - TMS will track all SOP's completed by active team members.
- Review all service and operating procedure changes
 - A list of all service changes will be provided and reviewed.
- Review outlet closure schedule where applicable
 - A possible outlet reopening schedule will be reviewed with all team members.
- Distribution and use of face mask and gloves
 - Masks and gloves will be ordered and available prior to re-opening.
 - Team members will undergo a review of proper use of both items, responsibility of the items, and process of receiving additional PPE items.
 - Masks and gloves will be tracked by Security using the Mask/Glove Tracking sheet.
- Protocol on Sanitation and Disinfecting.
 - All new chemicals will be reviewed, including use and cautions. Security will add these new chemicals to the MDS binders at each property and corporate location.
- Discussion of safety protocols such as social distancing as dictated by CDC and state.



Corporate Operating Procedures COVID-19 Work Environment

General Procedures: These procedures will be general procedures for all team members to follow, as well as procedures to ensure visitors are adhering to.

- Team Member Screening
 - Checkpoint at building entry taking Team Member's temperature.
 - Team members will undergo temperature checks at main entry to the building prior to starting work each day.
 - Team members will be asked to complete Self-Disclosure Questionnaires.
 - Security and management will check temperature using a non-contact temperature gun.
 - Gloves must be worn when taking a team member's temperature.
 - Team Members with temperatures of 100.4F (38C) or above or other signs of illness should not be permitted to work, and the team member should be asked to leave immediately.
 - Team members with a temperature will be documented, required to follow quarantine procedures, and not allowed to return prior to providing a physician release to Team Member Services.
 - Symptom Check (fever, cough, shortness of breath, sore throat, headaches and muscle aches, new loss of smell and taste).
 - When symptoms are encountered, proper communication to property leaders will take place and team member must follow flu-like symptom SOP.
- Distribution, Securing and Use of Face Mask
 - Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance.
 - Training on how to properly use and dispose of all PPE will be mandatory.
 - Masks and gloves will be distributed to a single point of contact at the corporate location. The point of contact will provide distribution and tracking of masks/gloves.
 - 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 bags as a protective measure.
 - Masks/gloves are to be treated as part of the Team Member's uniform.
- Quarantine period if virus is encountered in the workplace
 - Proper quarantine guidelines must be followed.
 - 14-day self-quarantine outside of the workplace.
 - Required doctor authorization prior to returning to work.
- If suspected or confirmed case takes place
 - Upon notification of a suspected or confirmed case, Security will immediately secure the area until proper cleaning procedures can be implemented.
 - In the case of a workplace area, this will include their immediate desk/work area.
 - Sanitization fog spray will be used for any public area, storage area, meeting rooms, or office/workstations where an individual with flu-like symptoms has worked or resided.
 - The workplace area will be deep cleaned and sanitized (e.g. tables, desk, doorknobs, light switches, chairs, keyboard, mouse, etc.).
- Chemicals (EPA Approved) to be used for disinfecting and sanitation of all areas
 - Multi-Purpose Disinfectant and Sanitizer
 - Disinfectant Wipes
 - Antibacterial Hand Soap
 - Hand Sanitizers



Corporate Operating Procedures COVID-19 Work Environment

Washing Hands – Needs to be done as frequently as possible. This should be all team members' first course of action. Any time a team member uses the restroom or must interact with something provided to a visitor (documentation, food, etc.), a team member should wash their hands thoroughly with soap and warm water for a minimum of 20 seconds. Frequent hand washing is highly recommended and required after use of restroom or following visitor or team member contact.

- Team members are instructed to wash their hands or use sanitizer when a sink is not available after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, eating, drinking, going on break, and before or after starting a shift.
- Team members should avoid touching face and neck area as much as possible to ensure germs are not being spread from hands to sensitive areas.
- Steps for proper hand washing for all Team Members:
 - Regularly wash your hands and use the hand sanitizer stations that are located throughout the properties and corporate locations.
 - A thorough hand washing with soap and warm water for at least 20 seconds and repeating this often greatly reduces the chance for any infection.
 - Avoid touching your eyes, nose, and mouth.
 - Clean and disinfect frequently handled objects (cell phones, keyboards, desk and table surfaces, office phones, etc.).
- Hand washing procedures and education are part of the Westgate Safety Training Program, which requires all sinks to be checked for proper temperatures routinely by Management.
- The Hand Washing program 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 visitor/team member personal contact.
- Increased restroom signage. We have increased locations of Hand Sanitizers throughout the public areas, offices/workstations, and elevators.

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, Lobby front desks and furniture, counters, elevators and elevator buttons, door handles, restrooms, locks, ATMs, stair handrails, gym equipment, cafeteria/dining surfaces and seating areas.

Hand Sanitizers – These are to be used with high frequency when available. In the event that a manual door is being used or a team member needs to touch a surface that is touched by multiple individuals, the team member should be prompted to utilize hand tissues (dispensers located at door areas) to use on handle when opening/closing doors and hand sanitizer.

- Thorough use of sanitizer is defined as wringing the hands, interlocking fingers, and rubbing the backs of hands until the sanitizer is dried.

WORK SCHEDULES

Procedures: Team Member work schedules are at the discretion of the department leader with approvals required by the department executive. Schedules should be developed to maintain a safe environment while maximizing productivity.

Flexible Work Schedules

- Effective May 18th, team members who currently work from home may be scheduled to work in the office.
- Staggered schedules for office areas that are unable to maintain physical distancing of 6 feet are encouraged.



Corporate Operating Procedures COVID-19 Work Environment

- Example of staggered schedule: Office team is separated into (2) groups, labeled A and B groups. Team A will be in the office Monday's and Tuesday's and Team B will be in the office Wednesday's and Thursday's. The other three days of the week the teams are not in the office, they would continue to work from home.
- The days team members are in the office should be based on the ability to space out the team as evenly and far from one another as possible.
- Working from home may be an option if approved by department executive.
 - Team members working from home must submit their weekly WFH productivity log to their department supervisor
- Working from home and staggered shifts could be stopped at any time and normal operating practices may resume when it is determined it is safe to do so.

TEAM MEETINGS

Procedures: Team Members should reduce meetings required to be in person to only when absolutely necessary. It is encouraged to use virtual meetings or phone meetings as an alternative.

- In-person meetings should be reduced as much as possible.
- Meetings in small offices are prohibited.
- Meetings required to be in person should be in a board room, large open space, or outside.
 - Meeting must not exceed 30 minutes.
 - Meetings requiring distribution of documents should only be handled with gloves.
 - Masks will be required for in person meetings.
 - Meetings should not exceed 50% of the room's occupancy (typically as indicated by number chairs in the room), and all participants should maintain 6 feet of social distance.
- Team members are encouraged to use Microsoft Teams or Zoom to conduct meetings and document sharing.
- Team members are encouraged to use the phone for one-on-one interaction and limit face-to-face when possible.
- Team members are encouraged to use DocuSign to sign documents to limit physical signatures.
- Food and Drinks are strictly prohibited in any meeting.
- Desk, chairs, boards used, TV's used, and other meeting surfaces must be sanitized after each use.

LOBBY/ BUILDING ENTRY

Procedures: Team Members are required to follow the building entry procedures prior to passing through the lobby to ensure the safety of all team members.

- Lobby Security will ensure they are wearing gloves and mask.
 - All visitors and team members will undergo temperature screening upon arrival to the lobby / building entry.
 - Lobby Security will request team members maintain 6 feet physical distancing while waiting for their temperature to be taken.
 - Lobby Security will have plexi-glass shield on front desk counter between them and the visitor/team member.
 - Lobby Security will require visitors/team members to show ID from behind the plexi-glass.
 - Visitors/team members who do not maintain social distancing will be asked to follow appropriate distancing guidelines.



Corporate Operating Procedures COVID-19 Work Environment

OFFICE NAVIGATION

Procedures: Team Members will need to modify how they navigate through the corporate office buildings to maintain the safety of all team members.

- Interior corporate doors that can be left open without causing a safety issue will be propped open with door stops.
- If a team member must touch a door handle, they must sanitize or wash their hands immediately following.
- Team members must wear a mask while walking throughout the corporate office building, including common areas ie work areas, bathrooms, cafeteria, etc.
- If team members are passing each other through the hallways, one team member must step aside with their back against the wall to allow the other to pass.
- Team members should use the stairs whenever possible.
- If team members must use elevators, they need to adhere to the following:
 - Buttons should be pressed using door tissues provided or elbow if necessary.
 - If team members must make skin contact with the elevator buttons, they must sanitize or wash that area of their body immediately.
 - Only one team members is allowed in the elevator at a time.
 - When waiting for the elevator, team members must remain 6 feet from the door entry to allow physical distancing requirements for team members exiting the elevators.
- Team members should limit travel throughout the office buildings as much as possible.

WORK ENVIRONMENT

Procedures: Team Members are required to follow the enhanced work environment procedures while working within their office area to maintain the safety of all team members.

- Team member will maintain physical distancing and ensure they are seated at a minimum of 6 feet apart.
 - Masks are mandatory in cubicles if not more than 6 feet apart.
 - If 6 feet or more apart, no mask is required.
- Team member must sanitize their workspace with gloves at the start of each shift.
 - Areas to sanitize include, but are not limited to offices, desks, counters, workspaces, supplies, and related equipment.
- Headsets should not be shared and should be assigned to individual agents.
- Phones will be required to be sanitized every 4 hours and should not be shared.
- Shared office supplies should only be handled with gloves and sanitized after each use.
- Each office will have one designated person to distribute office supplies to team members.
 - That team member will ensure all office supplies are properly secured and closed off.
 - Supplies being stored should be handled with gloves and sanitized prior to storing in the supply cabinet/closet/drawer.
 - When supplies are distributed to team members, that designated person will provide the supplies while wearing gloves and items will be sanitized prior to team member use.
- Shared food refrigeration will be suspended.
- Team members must ensure that all drinks are in closed containers and have their name on the beverage.
- Team members are only permitted to eat food at their desk or the cafeteria if they can maintain physical distancing.
- Team members must use gloves in order to use the microwave.
- Only prepackaged disposable flatware can be used.



Corporate Operating Procedures COVID-19 Work Environment

- All plates, loose flatware, straws, and condiments will be removed.
- Team members will be prohibited from using coffee machines or drinking fountains.

FITNESS CENTER

Procedures: The fitness center schedule and hours of operations may vary. During hours in which the fitness center is open, team members are required to follow guidelines to maintain the safety of all team members.

Corporate Fitness Centers are closed until further notice. Upon reopening, the following procedures will apply:

- Gym will not exceed 50% of maximum occupancy.
- All guests will be notified that their equipment will need to be sanitized after each use.
- Sanitizing disinfectant wipes will be located throughout the gym and replenished as needed.
- Water fountains will be temporarily disabled.
- A hand sanitizer dispenser unit will be located at the entry of the fitness center.
- A sign will be placed at the fitness center entry door with all enhanced procedures:
 - A max occupancy number will be posted, which will be less than 50% of allowable occupancy.
 - All guests must sanitize their equipment after each use.
 - Any guest feeling ill or with a temperature is not permitted to enter.
 - All guests must sanitize hands upon entering.
 - Avoid touching your face.
 - Recommend water to be brought into the gym, as it will not be provided.
 - Notice of yoga mat removal.
 - Information on cleaning procedures enacted.
- Yoga mats will be removed from the gym.
- Fitness center will be sanitized at least every 4 hours while open.
- Fitness center will be sanitized following closing each day.
- Weighing scales will be replaced with touchless scales.

CAFÉTERIA

Procedures: Food service within the cafeteria is currently suspended and vending machines will be the limited service option until further notice. While team members are using the cafeteria space, they are required to follow guidelines to maintain the safety of all team members.

Cafeterias and QSR Protocols

- Upon entry to the cafeteria, all visitors and team members will be presented the opportunity to use a hand sanitizer and must apply before entering.
- Cafeteria will not be serving food. All food and beverages are located in dispensers.
- A morning beverage attendant will be available to provide coffee, tea, and water (locations will vary by office location).
- Food table spacing at a minimum of 10 ft apart (or use every other table).
- ALL seating and tables need to be sanitized after each use.
- Shared food refrigeration will be suspended.
- Team members must ensure that all drinks are in closed containers.
- Team members are only permitted to eat food in the cafeteria if they can maintain physical distancing.
- Only prepackaged disposable flatware can be used.
- All plates, loose flatware, straws, and condiments will be removed.



Corporate Operating Procedures COVID-19 Work Environment

- Team members will be prohibited from using coffee machines or drinking fountains.
- P/C Condiments will be packaged.
- If team member Cafeterias are re-opened, social distancing will be required including queue lines and service areas.

Cleaning, Sanitizing, and Safety Procedures

- Upon entry to the outlet, all visitors and team members will be presented the opportunity to use a hand sanitizer and must apply before entering.
- ALL seating and tables need to be sanitized after each use.
- All food, condiments, and utensils will be prepackaged.
- Weekly fog disinfecting of restaurant space, waiting areas, coffee shop and marketplace guest contact points.

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:	