



Corporate Operating Procedures COVID-19 Security

Department:	Security	Position:	All
Division:	Corporate	Effective Date:	May 4, 2020
SOP:	Corporate Security COVID-19 Mitigation Procedure	Revised Date:	

POLICY: The Corporate Security policies and procedures have been modified to support the health and safety of our guests, team members, and contractors.

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 face coverings with at least two layers of protection 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.

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.



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- Discussion of safety protocols such as social distancing as dictated by CDC and state.

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 TMS.
 - 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 have the option to replace their mask every 2 working days or contingent on supply.
 - Masks are to be handled with gloves and issued in individual bags as a protective measure.
 - Tracking will be handled by point of contact at each corporate location.
 - 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.
 - COVID-19 testing required with results.
 - Required doctor authorization prior to returning to work.



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- 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/work stations 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

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/work stations, and elevators.



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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, 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.

SECURITY

Entry Screening Process

- Upon initial return to work, all Team Members are required to complete a one time “Team Members COVID-19 Screening Questionnaire” to determine access rights to the corporate buildings.
- All Contractors/Vendors are required to complete a daily “Vendor Partner Screen” to determine access rights to the corporate buildings.
- **Thermal Thermometers**
 - Security personnel will conduct non-invasive temperature checks of all Team Members, Visitors, and Contractors/Vendors at designated access points.
 - Team Members, Visitors, and/or Contractors/Vendors confirmed to have a temperature a minimum of 100.4°F will not be allowed entry to the property and will be directed toward medical care.
 - Team Member Services, Department Head(s) and the Command Center are to be advised if/when a Team Member has been declined entry to the property due to their temperature being over 100.4°F.

Additional Operating Procedures

- **Face Masks**
 - All Team Members will be provided the opportunity to wear a face mask provided by Westgate Resorts during the COVID-19 pandemic or until further notice.
 - Security personnel will provide the masks at access points to the corporate buildings.
- **Physical Distancing**
 - Security Officers with the assistance of the Command Center will monitor Physical Distancing as part of their daily operations.
 - Team Members and visitors will be advised to practice physical distancing by standing at least 6 ft from others using elevators or moving around the property.



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- Team Members will be reminded to practice physical distancing by standing at least 6 ft from visitors and other Team Members whenever possible.
- **Hand Sanitizer**
 - Hand sanitizing dispensers will be placed at key operational areas to include, but not limited to all Lobbies and each timeclock location.
 - Team Members are advised to sanitize their hands after clocking in and throughout their shift.
- **Cleaning & Disinfecting**
 - Officers will be responsible for sanitizing the Corporate Lobbies and Security Office areas and vehicles. Corporate buildings will also have designated personnel responsible for various areas.
 - All contact surfaces to be sanitized at the completion of an incident or report including iPads (in addition to standard hourly sanitization protocols).
 - Disinfectant spray – These sprays are used for larger cleaning surfaces and disinfect within first contact. Clean paper towels should be used each time and discarded once saturated from cleaning the spray.
 - Disinfectant wipes – These are to be utilized with smaller surfaces that may be touched by multiple individuals. Items such as vending machine buttons, keypads, handles, etc. are to be cleaned regularly with disinfectant wipes. New wipes are to be used frequently and discarded just as frequently.
- **Lobby**
 - Security personnel will advise team members and visitors to practice social distancing by standing at least 6 ft from other team members and visitors while in line, using elevators, or moving around property.
 - Security personnel will use color coded tape lines to mark 6 ft floor signs throughout the lobby areas.
- **Security Will Assist With**
 - Education on the virus, CDC Guidelines and role as an organization.
 - The tracking of all SOP's completed by active team members.
 - Reviewing all service and operating procedure changes.
 - Team members undergoing a review of proper use of both items, responsibility of the items, and process of receiving additional PPE items.
 - Team Member Screening:
 - Checkpoint at designated locations taking Team Member's temperature.
 - Team members undergoing temperature checks prior to starting work each day.
 - Checking temperature using a non-contact/thermal temperature gun.
 - Securing areas upon notification of a suspected or confirmed case until proper cleaning procedures can be implemented.
 - Locking off and securing work areas/offices until cleaning procedures are completed.



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- Monitoring physical distancing of visitors, vendors/contractors and team members.

- **Command Center**

- Monitoring

- Properties via CCTV
 1. Live viewing
 2. Motion sensor alerts via email (implemented 04/22/2020)
 - Properties via hourly phone calls
 - Properties via unannounced physical visits
 - OPC locations via daily site visits
 - Local and National news outlets
 - Local and National COVID-19 statistics
 - Social Media
 - Weather

- Information Gathering

- Tracking and updating reported cases of Team Member, Visitor and Contractor/Vendor illness
 - Reports of daily activities at property level
 - Team Member COVID-19 Screening Questionnaire
 - Contractor/Vendor COVID-19 Screening Questionnaire
 - COVID-19 specific SOP Acknowledgement Forms

- Information Distribution

- Updated tracking of Team Member, Visitor and Contractor/Vendor illness to Operations Executives
 - Daily Property Reporting to department leaders
 - Team Member Health, positive COVID-19, update to Operations Executives

- Cleaning and Disinfecting

- 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.
 - Wipe down chairs at the completion of every shift.
 - Wipe down workstation (telephones, keyboards, joysticks, mouse, etc.) prior to starting the work shift and when necessary.
 - Avoid using multiple workstations; sanitize hands and equipment often.



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- Command Center Team Members will not eat in the Employee Dining area; all food will be brought in the Command Center and be consumed in the dedicated area.
 - Social Distancing Protocol
 - The Command Center is designed to have two Team Members on the Command Center console at 6 ft apart.
 - Visitor Considerations
 - Limit access to the Command Center Monitor Room
 - Utilize the Command Center Operations Manager office to conduct reviews
 - Outside visitors will be required to wear a mask to enter the Command Center
 - Wipe down chairs, tables etc. when the individual has left the Command Center

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:	