



# Diamond Standard of Clean

At Diamond Resorts, the health and safety of our team members continues to be our top priority. This document outlines the steps we are taking for your protection, as well as the proper property communication and tasks associated with resorts reopening during the Coronavirus pandemic and open resorts that are operating within the precautionary and confirmed cases protocol. All escalated events will be divided into the following categories and support groups to assist the Resort Operations Team:

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### **Communications Response Team**

Oversight for confirmed cases or symptomatic team members and guests:

**Resort Operations – Regional VP and SVP of Resort Ops if needed**

**Human Resources – JoAnna Lebo**

**Security – Steve Hinson**

**Communications - Stevi Wara, Christopher Figueroa, Tina Willis**

**Counsel – Legal Department and external counsel as needed**

**Risk – Nusrat Andersen or Donna Hammond**

**Support Teams (Yield, Club, Sales & Marketing)**

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### **Resort Operations Support Team**

Assists members, guests and team members with heightened questions, as well as addressing non-complainant third-party contractors through the following channels:

**Department Managers**

**General Manager**

**Local Human Resources**

**Regional Vice President**

**Communications Response Team**

Resorts must follow all standards from local and state government mandates. There will be jurisdictional variances for health guidelines and methods of communication depending on your resort location and the regional health situation. Property General Managers and Management should familiarize themselves with their local and state government guidelines and rules and the CDC's Interim Guidance for Businesses and Employers and adhere to the guidelines provided within: [www.cdc.gov/coronavirus/2019-ncov/index.html](http://www.cdc.gov/coronavirus/2019-ncov/index.html). Property General Managers will be the senior leader for all oversight. Additionally, all adjustments and alterations of normal business practices need to be in line with ADA and other applicable law. Due to the fact that CDC and other guidance and circumstances surrounding COVID-19 is regularly changing as new information becomes available and new research is done, this document is subject to regular revision and change. The Company intends to modify this document both as governmental and scientific circumstances change and in response to feedback the Company receives.

Any Media and Guest questions should be directed to +1.702.823.7534, which should be posted in the back of the house. While the Company reserves the right to disclose aspects of this document and the Company's procedures to its guests, members and others, whether through marketing and advertising materials or otherwise, this document is confidential and proprietary. **Do not distribute without authorization.**



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# Team Member and Guest Health

# Team Member and Guest Health

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## 1. Team Member and Guest Health

**A. Human Resources Onboarding:** Work with the Regional and Corporate Human Resources team to help determine team members return to work status and ability following any of their formal processes and protocols. The following forms and documents will be used in regards to COVID-19 protocols.

1. Self-Health Screening Certification Form (To be provided separately): All active, reinstated, and new hires will need to read and sign a Self-Health Screening Certification document regarding COVID-19 symptoms and circumstances.
  - a. New Hires will be managed by HR; Active and reinstated team members forms must be completed at the resort.
  - b. General Managers or Human Resources will be the only on-site team members allowed to view other team member's documentation.
  - c. Once signed the team member documents should be scanned and sent to their regional HR and the original should be mailed to HR, similar to onboarding procedures.
2. Observation Form (To be provided separately): Must be filled out if a team member is showing COVID-19 symptoms and has not already approached management to leave.
  - a. Can only be filled out by HR, management, supervisors, or security.
  - b. The Observer will fill out a check list of symptoms being displayed, take the team member to a private area, and note any explanations.
  - c. There will be 3 outcomes
    - i. Explanation is logical and has no heightened COVID-19 risk;
    - ii. There is a possible risk and it is agreed upon that the team member will leave– signature provided
    - iii. There is a possible risk and the team member is refusing to leave. Senior management can make the decision to ask the team member to leave the property if they are putting other team members and guests at risk.
3. Time clock Notice (Above the time clock – included at the end of the package, ESS, and Windows): Daily confirmation that the team member is not displaying COVID-19 symptoms.
  - a. Notice Above Time Clock: for hourly employees clocking in, there will be a notice above or adjacent to the clock regarding symptoms. The clock screen will reference the notice and if a team member does NOT have symptoms, they can continue to clock in.
  - b. Notice ESS: for hourly employees using computer clock-in, the notice to confirm they do not have symptoms will pop-up prior to clocking in through ESS.
  - c. Notice Windows Login: for exempt employees the pop-up to verify they do not have symptoms will display during the Windows login process.  
 Note: Employees with multiple touch points above (i.e. ESS and computer login) may see this message multiple times.
4. COVID-19 Overview: (Ask your manager on times and/or Eva Esteban) General overview of COVID-19: prevention, symptoms, sensitivities around the illness, and other noted daily changes that could influence the team member.

**B. Thermal Cameras/Thermometers:** Currently will not be in use unless mandated by a government body.

**C. Self-monitoring health checks:** In addition to the above, signage to be posted regarding self-monitoring for employees and guests. The Company will also be monitoring employees for COVID-19 symptoms and will send employees demonstrating the above symptoms home from work.

**D. Social and Physical Distancing:** Based on local, state, or federal government current social distancing standards, guests will be advised to practice social distancing while traveling within the resort. Restaurant tables, pool loungers, activities tables, and other physical layouts will be arranged to ensure appropriate social distancing. Please note, current standards consider close contact as being within 6 feet for at least 15 minutes, when and where feasible this will be the social and physical distancing expectations. In addition to social distancing, including government mandated occupancy limits must be strictly adhered to. Team members will also be reminded to practice physical distancing between guests and other team members whenever possible. Signage will be throughout the property to enforce expectations. (Entrance, lobby, elevators, pools, restaurants, etc.)

1. **Queuing:** Any area where guests or team members queue will be clearly marked for appropriate distancing. This includes check-in/check-out, elevator lobbies, retail shops, casual dining, and car service lines.
2. **Hotel Front Desk:** Continued utilization of screen/Plexiglas separators and low-to-no touch standards.
3. **Restaurants and Bars:** Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests (or government social distancing and food service standards).
4. **Retail Spaces:** Guest occupancy limits will be enforced to allow for appropriate distancing at owned and leased spaces.
5. **Pools:** Pool seating will be configured to allow for at least six feet of separation between groups of guests (or government social distancing standards).
6. **Back of the House:** Distancing protocols will be used in the team member dining rooms, training rooms, shared office spaces, and other high-density areas to ensure appropriate team members distancing this includes capacity signage, physical seating to accommodate, and any other adjustments to mitigate close contact.
7. **Sales & Marketing:** Ensure alignment with Sales & Marketing team regarding queuing, face coverings, screen separators, logistics, etc.

**E. Hand Sanitizer:** Whenever possible, hand sanitizer dispensers, touchless if available, will be placed at main guest and team member entrances and contact areas such as: entrances, reception areas, lobbies, restaurant entrances, elevator landings, pools, activities rooms, fitness rooms, and any additional areas specific to the facility.

**F. Front of House Signage:** There will be health and hygiene reminders throughout the resort including proper hand-washing, self-monitoring for COVID-19, social distancing standards, and expectations when queuing.

**G. Back of House Signage:** Signage will be posted throughout the property reminding team members of the proper way to wash hands, avoid touching their faces, maintain social distancing, how to wear, handle and dispose/care for face coverings, use gloves, and the importance of staying at home and informing their manager if they are ill.

**H. Team Member Health Concerns:** Team members should stay at home if they do not feel well and contact a manager if they notice a co-worker with a cough, shortness of breath, or other COVID-19 symptoms as provided by the CDC.

**I. Case Notification:** If operations are informed of a presumptive or confirmed positive case of COVID-19 at the resort, we will work with local health department and follow the internal confirmed case processes.

# Team Member Responsibilities

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## 2. Team Member Responsibilities

**A. Hand Washing:** Wash hands with soap for at least 20 seconds under running water. Wash hands or use sanitizer when sink is not available every 60 minutes and after the following events: using the restroom, sneezing, touching your face, blowing your nose, cleaning, smoking, eating, drinking, and before or after starting a shift and breaks. Managers are to ensure team members have access to a sink with soap and water or sanitizer containing at least 60% alcohol within reasonable proximity to the work area.

### **B. Proximity and Cautionary Actions:**

1. Avoid touching your eyes, nose, and mouth.
2. Avoid contact with people who are sick.
3. Stay at home if you are sick and work with Regional Human Resources to determine best plan of action for quarantine and/or returning to work
4. Inform your manager or HR if you are feeling ill, notice an ill co-worker, or have someone at home that has tested positive for COVID-19. Do NOT provide health information or make conclusions on your own.
5. Cover a cough or sneeze with a tissue and throw away.
6. Do not shake hands, give high-fives, or bump elbows.
7. Avoid using other team member's equipment and if you must first sanitize before and after use.

**C. Training and Retraining:** General Managers and department leads are expected to understand the COVID-19 documentation and communicate to their team(s), 3rd party vendors, and Sales and Marketing accordingly. Please note all updated materials are on the Diamond Insider. Retraining will occur quarterly with the first retraining beginning in October 2020 until otherwise noted. Retraining will cover guest interaction scripting for face coverings and exemptions, maintaining a physically distant work space and environment, and updates as they occur. Additional training may be conducted as necessary based on regulatory requirements and changes. <https://insider.diamondresorts.com/resortops/us/Standards/COVID-19.aspx>

**D. Personal Protective Equipment (PPE):** PPE is wearable equipment and gear that's meant to protect the wearer from hazards that could occur while performing specific job duties. The use of face coverings (either company provided or self -provided) is mandatory in public spaces or as otherwise required by local or state rules. Disposable masks will be available if needed from the resort to team member. Use of gloves remains optional unless required for the position or task. Provide guidance and training on how to properly use, care for, and dispose of all PPE. Dispose of PPE as follows: if the use event is that of one at high-risk or a confirmed case then dispose of the face coverings, gloves, etc. in a bag and seal, if the PPE is used for routine job duties, dispose of the item(s) in the trash.

**E. Shift Meetings & Department Arrivals:** Shift meetings will be conducted via conference calls or in areas that allow for appropriate physical distancing between team members. Larger departments should staggering team member arrival times to minimize back of the house traffic volume and queuing at time clocks. Hand sanitizer will be available at clock-in locations and team members will be required to sanitize or wash their hands after clocking in. Work with HR for possible check-points that may occur at arrival.

**F. Vendor/Shift Log:** Maintain a non-regular vendor shift log for record keeping. Master log will be kept with General Manager. Vendors will be required to check-in at a designated resort location, preferably Security if in-house, and use shift log for sign-in and out with company name, employee name, and area working/servicing. Check-in location should also have our Time Clock Notification by check-in as well as Employee expectations (face covering, social distancing, hand washing, etc.) Regular vendors should be able to supply information when requested. (i.e. Regular vendor – MasterCorp; Non-Regular vendor – HVAC Maintenance Tech) They will also be requested to sign an adherence to Diamond safety procedures document.

**G. Work Space and Shared Equipment:** Employee's will sanitize their work space and shared equipment before and after each shift as well as frequently throughout their shifts.

**H. COVID- Resources Template:** Fill-out, maintain, and update the COVID- Resources template for your location as needed.

## Encouraging the Guest

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**3. Encouraging the Guest:** In accordance with CDC recommendations, the resorts will ask the following of the guests through pre-arrival emails, signage and/or friendly reminders:

**A. Social distancing: 6 feet or more distance from anyone outside of their party in public areas**

**B. Wearing a face covering: Wear a face cover in ANY public areas including but not limited to the lobby, hallways, elevators, pool deck, outside walkways, etc. is strongly encouraged.**

**C. Preserving Diamond Resorts Vacation Experience: The guest is to preserve a positive atmosphere and the resorts have the right to refuse service if the requests are not followed. Optional**

**D. Reminder: The guest will not enter the property if experiencing COVID-19 symptoms, and isolate if guest becomes ill on property, and will obey the guidelines.**

# The Customer Journey

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## 4. The Customer Journey

### A. Pre-Arrival:

1. Guidelines and safety expectations will be on the website for reference and emailed to guests prior to arrival.
2. Mobile check-in is an option for owners, members, and exchangers. (IN REVIEW) This does not include key pick-ups, but limits time in the lobby.\*Note: Resorts not set-up on mobile will need to pay the appropriate fees.

### B. Arrival: Appropriate signage will also be prominently displayed outlining proper hygiene, self-monitoring instructions, and current social distancing practices in use throughout the resort.

1. Valet, Taxi, or Ride Share:
  - a. Valet services will be suspended until further notice.
  - b. Team members will not open the doors of cars or taxis.
2. Self-Parking:
  - a. Signage will be up that directs guests to the entrance in order to allow for a safe travel experience while considering ADA needs.
3. Entrance:
  - a. Guests will enter the resort through doors that are either propped open, are automated, or when available, standing wipes will be available for guest use.
  - b. Signage will be placed noting standards and lobby occupancy limits.
4. Bell Services:
  - a. Guests requesting bell service will be assisted with the bell person wearing gloves and/or sanitizing hands after each party and the bell cart will be sanitized after each guest is assisted.
  - b. Bell service will be arranged for delivery only and once delivered the team member will go no further than pushing the cart inside the door.
  - c. Bell Carts will be available for guest usage. A team member will sanitize the returned carts with increased frequency. In addition, sanitizing wipes or other cleaning supplies where available for the guests to wipe them down.

### C. Check-In/Check-Out:

1. Mobile check-in is an optional method of check-in for some resorts.
2. Low-to-no-touch standards (attachment) will be used for key pick-ups and non-mobile check-ins.
3. Welcome Kit: Will be available for the first 30 days of opening, which will include a sanitizing item, mask(s), and a welcome letter (similar to pre-arrival email).
4. Post 30 days of reopening the guests will be able to purchase masks, use the sanitizing stations, and if the situation calls for it be offered masks.
5. The customer will be informed the mid-week clean will be eliminated for their safety; however replacement kitchen and/or bed/bath terry/linens can be requested through the Front Desk and set out the suite entry door in the provided in bag as needed and old items will be requested to be put in the bag and set outside for pick-up.
6. Front desk agents will encourage Express check-out, where the guests leave their keys in the room and/or in a front key drop for departure and an automatic charge of the portfolio occurs upon verification of departure. There will be signs to reference the drop box in the lobby.
7. Check-outs will use low-to-no-touch standards.

**D. Guest Elevators:**

1. Signage will be posted to explain the current elevator procedures including proper queuing or proper social distancing depending on your resort and/or local government rules and regulations (optional queue person).
2. A team member will sanitize the button panels frequently.

**E. Public Spaces and Communal Areas: Cleaning and sanitizing will be increased in all public spaces with an emphasis on high-touch surfaces as well as a minimum of once daily electrostatic sprayer cleaning reference the ELECTROSTATIC SPRAYER AND VITAL OXIDE GUIDE in Insider's COVID Training Section; surfaces are including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, ATMs, stair handrails, gym equipment, dining surfaces and seating areas, activities centers, washer/dryer, etc.**

1. Where available, prop restroom doors open to avoid touching. If not install garbage receptacles outside to discard paper towels.

**F. Guest Rooms: Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. All reusable consumables will be removed (paper, pens, paper collateral, etc.)**

1. Housekeeping: Eliminate mid-week cleans unless mandated.
2. Laundry: New linens or additional linens will be provided via the low-to-no touch delivery. Dirty linens will be requested to be put in a laundry basket or bag in the guest room to eliminate excess contact and set outside the door.
3. Maintenance: The preferred action for minimal repairs is requesting the guest to leave the room during the time and for the team member to perform the social distancing protocol in the department overview below. If the issue is larger in magnitude we will move the guests to a new unit if available.

**G. Request Items**

1. Use the low-to-no-touch delivery methods; leaving requested items in a bag outside of the door or basket if larger.
2. Eliminate some deliveries that are hard to sanitize (board games, books, etc.)

**H. Other Services:**

1. No self-service coffee in lobby when opening "high risk", moving to "medium/low risk" alterations can be made with individualized, wrapped items and regular cleanings.
2. No water stations in lobby or replaced with hard wired dispensers if possible when opening "high risk", moving to "medium/low risk" alterations can be made with individualized, wrapped items and regular cleanings.
3. Discontinue welcome receptions until further notice.
4. Discontinue library exchange book services until further notice.
5. Open ice machines should be disconnected while at opening in higher risk. Dispensers will be cleaned in the public space protocols.

**J. Activities: Closed until the local government opens and local mandates should be followed. If no mandate is supplied, follow the below as well as the details in department section.**

1. Maintain social and physical standards per activity in accordance with the government, state, or federal government.

2. Properly sanitize areas after use and have sanitizer available for guests' use.

**J. Food & Beverage: Closed until the local government opens and local mandates should be followed. If no mandate is supplied, open within occupancy needs and if desired a limited menu and follow the below as well as the details in department section.**

1. Dependent of government directives, reopening preference is with pick-up and an eat-in option to be available with proper distancing.
2. Digital menus or disposable menus will be provided.
3. Sanitizer will be available at the bar and/or ordering stations.
4. Tables will be completely clear and condiment caddies are available for return and then each items will be sanitized before allowing another customer to use.
5. There will be a team member regularly sanitizing the area.

**K. Pool: Closed until the local government opens and local mandates should be followed. If no mandate is supplied, follow the below as well as the details in department section.**

1. Available sanitizing station for chair wipe down
2. Lounge chairs set with appropriate physical distancing.
3. Appropriate signage will be present.
4. Use of reservation system/process and/or interval cleaning with pool closures, if the resort set-up requires it to create social distancing.
5. If the pool social distancing rules and occupancy limits are not being followed, the pool will need to be closed.

**L. Spa: Closed until the local government opens and local mandates should be followed.**

1. If the spa social distancing rules and occupancy limits are not being followed, the spa will need to be closed.

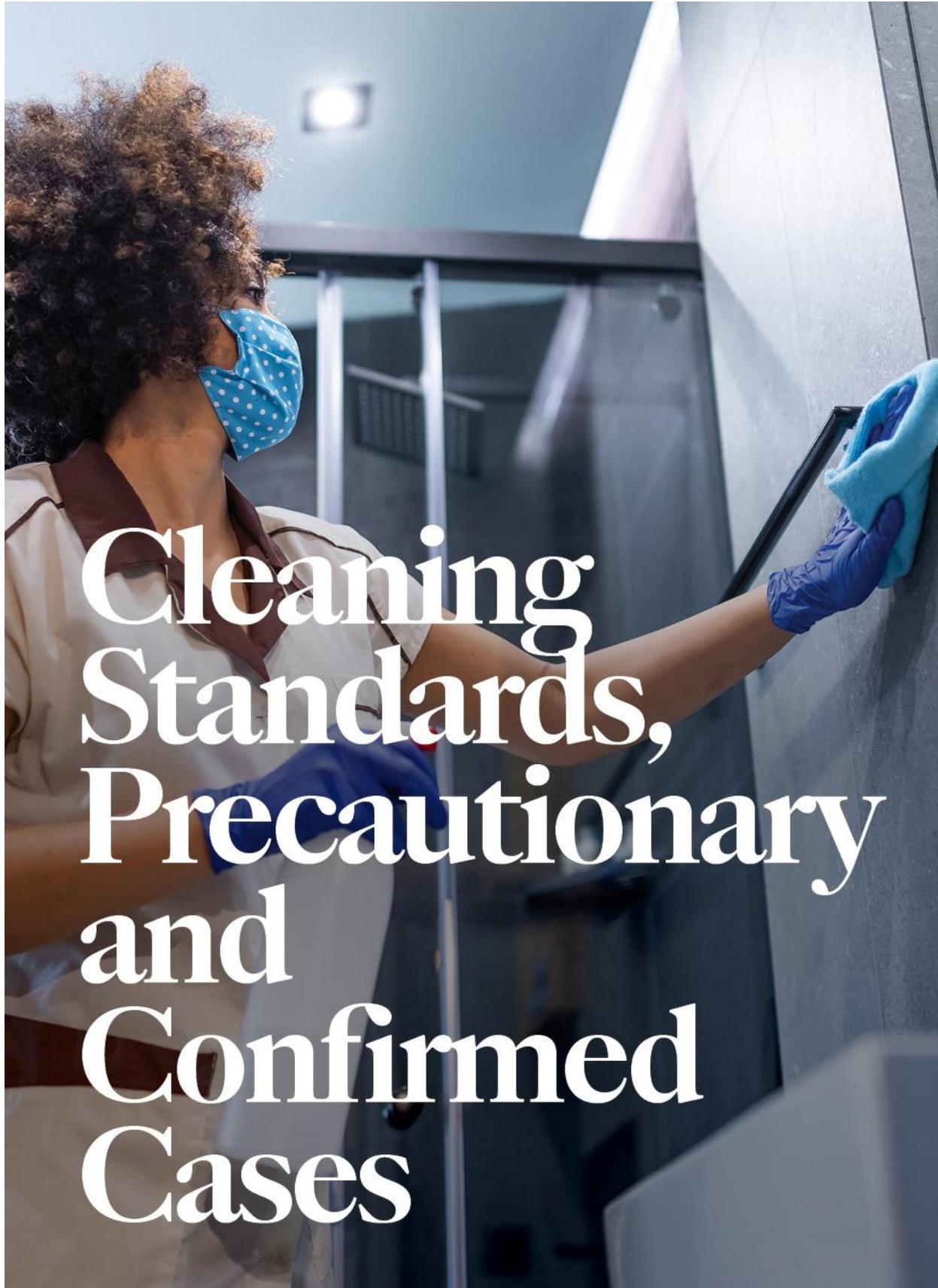
**M. Fitness Center: Closed until the local government opens and local mandates should be followed. If no mandate is supplied, follow the below as well as the details in department section.**

1. Capacity expectations signage posted to help maintain proper social distancing.
2. Equipment properly spaced out or closed off to maintain proper social distancing.
3. Equipment to be sanitized frequently.

**N. Retail: Closed until the local government opens and local mandates should be followed. If no mandate is supplied, follow the below as well as the details in department section.**

1. Capacity expectations signage posted to help maintain proper social distancing.
2. If physically possible, use of screen dividers; or guest payment table for cashier.
3. Low-to-no-touch payment procedures will be maintained.
4. Regular sanitization of high-touch areas.

**O. Business Center: Will be open with considerations for proper physical distancing, hygiene station, and a part of the public disinfecting.**



# Cleaning Standards, Precautionary and Confirmed Cases

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## Cleaning Standards and Protocols:

**A. Planning: Review overall facilities used by guests and team members to ensure individual plan covers all needs.**

**B. Training: All workers must be trained using the new COVID-19 Housekeeping Protocols which include the usage of Personal Protective Equipment (PPE) and chemicals.**

**C. Availability: Sanitizing equipment and chemicals must be available to all departments that have been trained to assist in sanitizing their own areas.**

### **D. Personal Protective Equipment (PPE), Chemicals, and Sanitizing:**

1. Personal Protective Equipment (PPE): Proper PPE must be used throughout the operations and while cleaning/sanitizing (gloves, face coverings, eye protection for specific chemicals and equipment).
  - a. Team members must wash hands after removing gloves PPE.
  - b. Cleaning staff should report any breaches in PPE (tears, holes, etc.) to their supervisor.
2. Chemicals & Equipment:
  - a. Use Health Department and CDC approved chemicals (The solution should be left to air dry on all objects at a contact time of up to 5 minutes. Place rags into the bucket and take directly from the bucket to clean with. Then, put in a bag immediately after use to be laundered separately. Surfaces may look like they have water or residue left on them as the sanitation has been completed and air dried.)
  - b. Rent, purchase, or subcontract Electrostatic Sprayer system so that walls, hard surfaces, and soft goods can be sprayed in very short period of time.
3. Sanitizing:
  - a. Public Areas:
    - i. A Team Member will be frequently scheduled to only sanitize public areas.
    - ii. Restroom sanitation will also be done by a team member.
    - iii. Sanitation will take place on frequent throughout the shifts basis for public areas. All frequently touched surfaces should be sanitized, i.e. Tables, chair arms, ledges, door handles, phones, railings, elevator buttons, etc.
    - iv. Utilize a bucket ½ full with a peroxide based disinfectant and put rags directly in the bucket so they become saturated. Rags should be laundered apart from general laundry.
    - v. Assigned sanitizer should start at one end of the public area and go until they have used their rags, and then go back to dispensing station to dispose of remnant cleaning

- solution and start process again.
- vi. Ensure that once a rag is used, it should be put into the dirty bag, rather than being used again. Ensure that in each stall the toilet seat, bowl, and handle, latches and door are cleaned. The sink, faucet, soap dispenser, and entry door should be cleaned with utilize a different rag.
  - vii. An area will be sanitized immediately prior to and after any guest activity taking place (kids & family activities, sales presentation, etc.)
  - viii. Overnight operations should include electrostatic spraying of all restrooms and public areas if the facility has one. Each area should be closed for 30 minutes after spraying takes place focusing on walls, hard surfaces, and soft furnishings. Follow manufacturer guidelines for sanitation
- b. Back of the House: The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, entrances, employee restrooms, loading docks, offices, kitchens, training rooms, etc.
- i. Shared Equipment. Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new team member. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers, pot lucks, shared food, etc.) will be discontinued.
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## Confirmed Case and Room Recovery Protocol:

### A. Confirmed Case and Guests:

1. Establish section of property for isolation
2. Assign a team member to quarantined family
3. Pre-identify meal source for guests and delivery arrangements
4. Pre-arrange transportation for family
5. Offer alternative room location based off: easiest exit access with minimal touch points and cleaned regularly
6. Refer to COVID-19 POSITIVE CASE NOTIFICATION protocol and follow instructions, which include filling out the iTrack form

### B. Room Recovery: (Please reference the COVID-19 Confirmed Case – Checkout Cleaning Protocols for additional detail)

1. Keep room closed off post departure 72 hours, when feasible.
2. Provide Suite Attendant and Houseperson a disposable coverall, goggles, face coverings, gloves, and shoe covers.
3. Strip all linen and towels and wash separately.
4. Do not shake linens, clothing, and other items. Keep agitation to a minimum to minimize the possibility of dispersing virus through the air.
5. Remove all other items from the bedding including protectors, sobel pad, and skirting and launder all these

items separately.

6. Steam clean the mattress and box springs.
7. Shampoo the carpeted areas.
8. Remove and disinfect all draperies.
9. Steam clean the couch and chairs.
10. Dispose of all remaining service items (toilet and facial tissue, paper towels, etc.).
11. Clean with Heavy Duty Bathroom cleaner all areas including the tub, shower, toilet, sink, and vanity.
12. Disinfect the bathroom floor.
13. Clean with the Peroxide Cleaner and Disinfectant all surfaces in the kitchen and dining room table.
14. Electrostatic sprayer must be used as 2nd sanitizer for entire suite once initial cleaning has been completed.
15. Once cleaned, turn AC off to reduce the life span of any contaminants possibly remaining. Room should be left vacant if feasible for 24 hours after sanitation has taken place with the AC is off.
16. All surfaces in corridor of infected room and elevator used should be sanitized and electrostatic sprayer used when available once all dirty items removed are from the room before anyone is allowed back in the area.
  - a. Air Circulation: Fresh air exchange will be maximized



# Department Overview

# Department Overview

Details around sanitizing, Personal Protective Equipment, social distancing and departmental additions specific to COVID-19.

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## Common Areas:

**Sanitizing Protocol:** Team Members to sanitize the following areas frequently throughout the shifts and use the electrostatic sprayer at minimum once per day.

Entry doors

Lobby surfaces

Exterior and interior tables and benches

Restrooms

Elevators (rails, doors, buttons, etc.)

Handrails

Trash bins

Activity rooms surfaces

Pool surfaces (handles, podiums, etc.)

Business Center room surfaces (keyboards, light switches, printer/fax buttons, etc.)

Vending machine buttons, payment areas and retrieval door

Team member breakrooms (dining tables, counters, refrigerator/microwave handles, etc.)

**Personal Protective Equipment:** The use of face coverings (either company-provided or self-provided) is mandatory in public spaces or as otherwise required by local or state rules. Use of gloves remains optional unless required for the position or task.

Social Distancing Protocol: Be aware of proper distancing while working.

Departmental Additions: Maintain public area standards mentioned specifically in cleaning protocols (above).

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## Bell/Parking:

### Sanitizing Protocol:

Sanitize the carts frequently

Radios/phones

Frequent podium, desk and luggage storage rooms

Wheelchairs or other equipment

**Personal Protective Equipment:** The use of face coverings (either company provided or self-provided) is mandatory in public spaces or as otherwise required by local or state rules. Use of gloves remains optional unless

required for the position or task.

**Social Distancing Protocol:** Be aware of proper distancing while working.

**Departmental Additions:**

Keep doors propped open for guests' touchless entry or have standing wipes available for guest use.

Do not open car doors or trunks.

Ask before handling bags using gloves and/or sanitizing after each party, then note bell service will be for room delivery only and would arrive approximately an hour post check-in.

If delivery is requested, set the cart aside and with tag "For Delivery" and Guests Last, First Name; assign bell person to deliver within the hour.

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## **Front Desk:** Please reference the Low-to-No Touch Procedures on Diamond Insider

**Sanitizing Protocol:** Team members to sanitize the following areas frequently throughout the shifts or after usage

Phones

Keyboards

Workspace

Payment pads (usage)

Clipboards (usage)

Pens (usage)

Keycards (usage – including when keys are turned in)

**Personal Protective Equipment:** The use of face coverings (either company-provided or self-provided) is mandatory in public spaces or as otherwise required by local or state rules. Use of gloves remains optional unless required for the position or task.

**Social Distancing Protocol:** Use the sneeze guard spacers and be aware of proper distancing while working.

**Departmental Additions –** Follow SOP Low-to-No Touch, with possibly adding a lobby greeter or security team members to help maintain capacity and queuing expectations.

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## **Housekeeping:**

**Sanitizing Protocol:**

Carts and equipment to be sanitized at the start and end of each shift.

Guest linen will be delivered and removed from guest rooms in laundry baskets.

Pillow shams are to be changed with each room clean.

Sanitize any office workspaces before and after each shift.

**Personal Protective Equipment:** The use of face coverings (either company-provided or self-provided) is mandatory in public spaces or as otherwise required by local or state rules. Use of gloves remains optional unless required for the position or task.

**Social Distancing Protocol:** Be aware of proper distancing while working.

**Departmental Additions:**

For Confirmed Cases refer to Cleaning Standards and Protocols > Confirmed Case and Room Recovery

Protocol > Room Recovery.

No mid-week cleans unless mandated.

Reusable collateral to be removed from rooms. Reference the COVID-19 Checkout for details.

Disposable collateral to be disposed and changed after each guest.

Ensure extra pillows and blankets stored in the guest room closets are properly stored with an optional seal sticker.

Specific sanitization consideration will be paid to the following guest room areas:

Desks, counter tops, tables and chairs.

Phones, thermostats, doors, door handles/knobs and remotes.

Window or door openings (hand touch points).

Lights switches, knobs and other controls.

Closets doors and hangers.

---

## Laundry:

### Sanitizing Protocol:

Ensure linens are being washed at proper temperatures as directed by CDC.

Sanitize workspace hard surfaces and equipment dials frequently throughout the shifts.

**Personal Protective Equipment:** Face coverings are mandatory at open and gloves are optional.

Social Distancing Protocol: Be aware of proper distancing while working.

Departmental Additions: N/A.

---

## Maintenance:

### Sanitizing Protocol:

Wash hands or sanitize before and after maintenance within a room.

After working in a room sanitize with wipes.

**Personal Protective Equipment:** The use of face coverings (either company-provided or self-provided) is mandatory in public spaces or as otherwise required by local or state rules. Use of gloves remains optional unless required for the position or task.

Social Distancing Protocol: Be aware of proper distancing while working.

Departmental Additions:

Bring a garbage bag with you to an in-room call to dispose or contain items to be removed.

Bring sanitizer wipes to wipe down any items touched and worked on.

Knock on the door presenting yourself in the standard protocol.

When the door is being opened step back a few steps to create distance.

Ask, "Can I enter the room to address \_\_\_ issue or do you prefer to step out prior?"

If they want to step out prior, let them know you can wait outside for a few minutes, or they are

welcome to call back with a better time.

If they say come in, enter while creating physical space.

Put any disposable items and/or equipment in your garbage bag.

Wipe down surfaces touched before exiting.

---

## Security:

### Sanitizing Protocol:

Frequent cleaning of workspace items if applicable (podiums, office spaces, phones, radios, equipment, etc.).

Liquid sanitizer available.

**Personal Protective Equipment:** The use of face coverings (either company-provided or self-provided) is mandatory in public spaces or as otherwise required by local or state rules. Use of gloves remains optional unless required for the position or task.

**Social Distancing Protocol:** Be aware of proper distancing while working with exceptions occurring in needed situations.

**Departmental Additions:** Assist social distancing and queuing protocols where necessary.

---

**Fitness Center:** Closed until the state/local government opens and state/local guidance should be followed. If no guidance is supplied, follow the below.

### Sanitizing Protocol:

Frequent cleaning of equipment and door entrances.

Liquid sanitizer available.

**Personal Protective Equipment:** N/A.

**Social Distancing Protocol:** Set capacity and distance machines or shutoff equipment to maintain.

**Departmental Additions:** Signage reminding of proper hygiene and social distancing.

---

**Activities:** Closed until the state/local government opens and state/local guidance should be followed. If no guidance is supplied, follow the below.

### Sanitizing Protocol:

Cleaning of surfaces, gaming items, equipment, and door entrances after use.

Liquid sanitizer and wipes available to guests.

Frequent sanitization of office space if shared.

Checkout equipment must be sanitized after use (if it is not an easily sanitized item, discontinue use until lower risk status).

**Personal Protective Equipment:** The use of face coverings (either company-provided or self-provided) is mandatory in public spaces or as otherwise required by local or state rules. Use of gloves remains optional unless

required for the position or task.

Social Distancing Protocol: Set capacity limits per activity to create and maintain social distancing standards.

---

**Pool/Jacuzzi:** Closed until the state/local government opens and state/local guidance should be followed. If no guidance is supplied, follow the below.

**Sanitizing Protocol:**

Lounge chairs to be sanitized after each use.

Any podiums, pool entry/exit handles and surfaces to be sanitized frequently.

**Personal Protective Equipment:** N/A.

Social Distancing Protocol: Lounge chairs set with appropriate physical distancing.

Departmental Additions: Signage reminding of proper hygiene and social distancing; close off Jacuzzi if social distancing is not possible; set-up reservation system if needed for the property.

---

**Golf:** Align with the vendor and local government to ensure proper protocols while taking into consideration: noodle cubs, sanitation of carts, clubs, handwashing, removal of flags, alternating the pro-shop retail, removal of sand wrack, etc.

**Retail:** Closed until the state/local government opens and state/local guidance should be followed. If no guidance is supplied, follow the below.

**Sanitizing Protocol:** Team members to sanitize the following areas frequently throughout the shifts and before the end of a shift.

Hard surfaces

Workspaces (phones, keyboards, registers, etc.)

Stockroom surfaces after use and before end of a shift

Payment pads, clipboards, pens (after use)

**Personal Protective Equipment:** The use of face coverings (either company-provided or self-provided) is mandatory in public spaces or as otherwise required by local or state rules. Use of gloves remains optional unless required for the position or task.

Social Distancing Protocol:

Set capacity to be included in signage.

Use the screen/plexiglass spacers if practical for the layout.

Be aware of proper distancing while working.

**Departmental Additions:**

Stock and space items to limit unnecessary touch by customers.

Signage reminding of proper hygiene and social distancing.

---

**Food and Beverage:** Closed until the state/local government opens and state/local guidance

should be followed. If no guidance is supplied, follow the below.

**Sanitizing Protocol:**

Hard surfaces will be sanitized frequently throughout or after use.

Dining tables, bar tops, stools and chairs sanitize after each use.

Condiments will be served in single use containers (either disposable or washed after each use).

Sanitize pens and all other reusable guest contact items after each use or have a return designated area that gets sanitized in chunks.

Menus to be single use and/or disposable.

Table cloths or butcher paper for single use at the tables (or prefer just sanitizing).

Food preparation stations to be sanitized frequently throughout the shift.

Kitchens to be deep cleaned and sanitized at least once per day.

**Personal Protective Equipment:** The use of face coverings (either company-provided or self-provided) is mandatory in public spaces or as otherwise required by local or state rules. Use of gloves remains optional unless required for the position or task.

**Social Distancing Protocol:**

Seating to be moved to create proper social distancing.

Proper queuing placed for casual restaurants.

Team members to manage physical distancing at entries, waiting areas, queues and the kitchen.

**Departmental Additions:**

F&B Associates may additionally be required to take further online classes or training per the health department. Please check your local, county and state requirements.

Only using pick-up and eat-in.

All buffets or salad bar like set-ups are closed until further notice.

Individual wrapped straws, toothpicks, napkins/plastic ware, etc. will be used.

The same above considerations apply with Employee Dining (brown bag or to-go replacements) Time in dining space should be limited to allow staff to rotate through space.

---

**Spa:** Closed until further notice.



# Signage

# Signage:

Below is the approved signage to be displayed at the resorts. These signs can be ordered from [DiamondOrdersOnDemand.com](http://DiamondOrdersOnDemand.com).

## Approved Signs

### STOP The Spread of Coronavirus



**PROTECT Your Health!**

**PROTECT YOUR HEALTH**  
Prevent and avoid the spread of infectious diseases with these best practice health tips.

Symptoms of infectious disease can include:



Runny nose    Sore throat    Fever    Shortness of breath    Headache

And can be spread by:



Personal contact    Infected surfaces    Airborne transmission

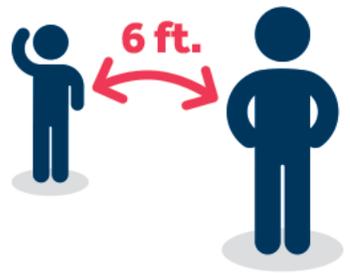
Prevent and avoid the spread:



Hand & surface hygiene with soap, water or sanitizer frequently and thoroughly    Avoid touching your eyes, nose or mouth with unwashed hands    Cover cough or sneeze with your elbow or the crook of your arm    Wear a face mask when around others    Avoid close contact with people who are sick or appear to be unwell    Disinfect clean or frequently touched surfaces and objects    Dispose of dirty or used tissues or paper towels    For the most current updates on how to protect yourself and stay healthy, visit [cdc.gov](https://www.cdc.gov)

**Practice SOCIAL Distancing**

**PRACTICE SOCIAL DISTANCING**



To prevent the spread of COVID-19, please maintain a distance of 6' from others

**HANDS Sanitization Point**



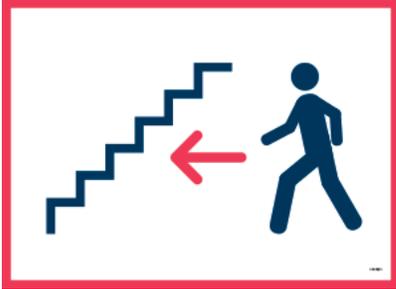
PLEASE Keep 6 Feet Distance



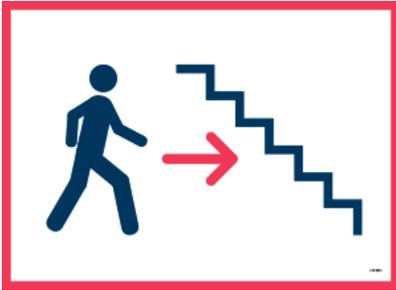
Please WASH Your Hands



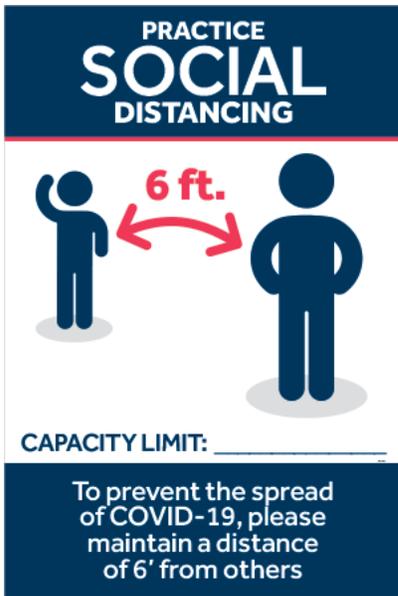
LEFT Arrow



RIGHT Arrow



Practice SOCIAL Distancing - Capacity Limits



SANITIZATION Station

### Sanitization Station



Shared and "high-touch" surfaces are everywhere. Sanitize often to reduce the exposure and spread of bacteria and viruses.

**Protect Your Health!**

### How to wear a SURGICAL MASK

#### How to Wear a Surgical Mask



**Wash your hands before wearing a mask**



**Ensure the proper side of the mask faces outwards**



**Locate the metallic strip and place it on the nose bridge**



**Secure the straps behind your head or your ears**



**Cover mouth and nose fully making sure there are no gaps**



**Press the metallic strip to fit the shape of the nose**



**Surgical mask placed correctly**



**Remove the mask from behind by holding the straps with clean hands**



**Do not touch the mask while using it, if you do wash your hands**



**Replace the mask if it gets damp and do not reuse it**



**Dispose the mask in a closed bin without touching the front**

### FEET Prints



**FEET Prints Circles**



**GOVERNMENT Mandate Face Mask**



**FACE COVERINGS Must Be Worn**



**ELEVATOR CDC Guidelines**





# Additional Information

## Re-Opening Checklist with Coronavirus Adjustments

Date: \_\_\_\_\_ General Manager: \_\_\_\_\_

### Management:

- Work with Regional Vice Presidents and Human Resources to determine employees return to work plan including scheduling around cleaning needs. Prepare for higher than usual call outs.
- Clearly communicate planned expectations of the team for reopening resort based off Securing Health Standards Opening and Adjustment Protocols for COVID-19.
- Identify your local and state governments' business reopening guidelines and/or mandates.
- Identify government social distancing standards if different from 6 foot. Otherwise, use 6 feet to ensure signage and
  - Physical layout changes of:
    - Pool loungers
    - Restaurant tables
    - Activities tables
    - Employees conference rooms, breakrooms, and dining
  - Capacity standards for:
    - Lobbies
    - Retail shops
    - Elevators (default 1 party per trip or 4 persons)
    - Other
  - Queuing expectations for:
    - Check-in/out
    - Elevator
    - Retail shops
    - Casual dining
    - Other lines
- Purchase of needed sanitation and PPE items (Sneeze Guard/Plexiglas or other screens for front desk and retail), hand sanitizer, face coverings, gloves, chemicals, rags, buckets, electrostatic sprayer, key drop box, welcome kit, bags/baskets for deliveries, etc.
- Signage for social distancing (capacity standards, queuing expectations, etc) as well as proper hygiene/hand washing for front and back of the house.
- Communicate all reopening protocol's and expectations to onsite Sales and Marketing partners.
- Communicate with any 3<sup>rd</sup> party and/or leased space to align standards.

**Management Continued:**

- Communicate with all outside vendors to confirm resort's reopening date and resume pre-closure schedule.
- Communicate to local police and fire department the resort's confirmed reopening date.
- Advise mail and delivery companies of confirmed reopening date to resume delivery services.
- Contact city/county to resume scheduled trash pick-up. Place all trash compactors, cans or bins back in appropriate area.
- Change Resort's voice mail system to indicate the resort confirmed re-opening date. \*Verbiage must be approved by Creative and process will vary dependent upon who services the phone line.
- Take photos of all front and back of house areas in each department in case insurance claims need to be made at a later date.
- Complete a customer journey walk-through multiple times prior to opening with considerations of variables like ADA, large check-in volumes, and requests, in order to ensure a clean process.
- Complete a customer journey walk-through of all external buildings and areas prior to opening to ensure a clean process.
- Create and maintain non-regular vendor shift log.
- Establish team member(s) to focus on quarantine party needs and public cleaning.
- Complete an employee walk-through multiple times to ensure safety standards are being adhered to as well as proper protocols.
- Return all laptops, mobile phones, radios and iPods to proper departments.
- Return all Master Keys to appropriate departments/area
- Ensure Fitness Center equipment has been moved or turned off to be in compliance with Social Distancing guidelines.
- Ensure lost and found items have been communicated to appropriate individuals.
- Open street access points to the property (if applicable).
- Prior to opening day, remove all No Trespassing signage around the resort, recreational sports/courts areas.
- Opening day, remove Resort Closure signage and emergency contact information from Front Doors.
- Assist other departments with pre-opening tasks as applicable.

**Front Office:**

- Upon notification from General Manager, create a two-week schedule to communicate to returning team members. Prepare for higher than usual call outs.
- Ensure each team member is aware of, trained on, and clearly understands protocols from Securing Health Standards Opening and Adjustment Protocols for COVID-19, including calling out if experiencing COVID-19 symptoms.
- Ensure each team member has read and clearly understands the processes outlined in any newly released SOP.
- Count all cash on property and distribute to appropriate banks. \*Submit a replenishment check request for any bank cash that was deposited.
- Test all Front Office Equipment to ensure that it is all working properly and wiped down.
- Test team member's applicable access in Clarity, Fusebox and reporting. Work with Front Office Support to update any access that might need to be updated.
- Test Phone Recording when advised that it has been updated (if applicable).
- Update all Internal Departments of confirmed re-opening date.
- Contact Newspaper provider to resume delivery, if applicable.
- Contact Vending Machine vendors to advise of confirmed opening date in order to replenish machines.
- Contact Armored Car Service to resume scheduled delivery.
- If not already in place, order and place a key drop box in the lobby with clear signage.
- Ensure all supplies including First Aid kits were restocked prior to closing and order any items that might be needed.
- Ensure Front Desk and Back of House is clean, organized and decluttered.
- Communicate any suite discrepancies and expected arrivals to Facilities and Housekeeping.
- Begin pre-arrival calls.

**Retail/Mini Market:**

- Inventory and re-stock perishables.
- Replenish cash bank and test POS system (if applicable).
- Ensure proper social distancing set-up and opening protocols for low-to- no touch standards and limited items.

**Bell/Valet:**

- Ensure each team member is aware of, trained on, and clearly understands protocols Securing Health Standards Opening and Adjustment Protocols for COVID-19, including calling out if experiencing COVID-19 symptoms.
- Ensure your department area has proper cleaning and sanitizing items
- Create a delivery only plan for the department based off the Opening and Adjustments COVID-19's request.
- Suspend Valet services and follow Covid-19 document.

**Housekeeping:**

- Upon notification from General Manager, create a two-week schedule to communicate to returning team members. Prepare for higher than usual call outs.
- Ensure each team member is aware of, trained on, and clearly understands protocols from Securing Health Standards Opening and Adjustment Protocols for COVID-19, including calling out if experiencing COVID-19 symptoms.
- Plug in or turn on all electrical equipment and test that everything is working as expected. Report any issues to the Support Center.
- Ensure all linen is clean, returned to the resort (if outsourced), and stored properly.
- Walk all rooms to ensure all are vacant and clean, report any discrepancies to Front Office and Facilities.
- Ensure all expected items are in the suite.
- Ensure all drapes/blinds are open to resorts directive and doors/windows are secured and locked.
- Plug all guest ice machines in and check for cleanliness.
- If advised, turn on all HVAC or adjusted settings as directed.
- AC must be set to 75 -degrees to keep airflow.
- Place all movable assets (i.e.: balcony/pool furniture, trash cans, benches, etc.) back in appropriate areas.
- Distribute all cleaning chemicals and supplies to applicable areas.
- Ensure SDS book is updated to match applicable chemicals.
- Ensure all Housekeeping supplies were restocked and order any items needed.
- Clean all common areas (i.e. Lobby, Restrooms), restock and turn all lights on upon arrival.
- Ensure proper distancing has been established in all back of the house and storage areas.
- Wipe all carts and equipment down at the beginning and end of each shift.

**Facilities:**

- Upon notification from General Manager, create a two-week schedule to communicate to returning team members. Prepare for higher than usual call outs.
- Ensure each team member is aware of, trained on, and clearly understands protocols from Securing Health Standards Opening and Adjustment Protocols for COVID-19, including calling out if experiencing COVID-19 symptoms.
- Update emergency keys in knot box located near entry of building if applicable.
- If Fire Control Panel is monitored by an outside agency or local government, contact them to advise of reopening date.
- Set all mechanical equipment to run as normal and conduct daily checks to ensure no operation failures surface. (Boilers-Pumps-Cooling Towers, HVAC systems)
- If needed, adjust water-flushing program that aligns with your Homeyer Water Management Plan.
- Ensure all decks, roofs, drains and gutters are clean and clear of debris.
- Refill exterior or roof top pools to appropriate water line tile (hurricane or storm reopening's only).
- Place any exterior movable assets (i.e.: equipment, balcony furniture, pool furniture and life safety items including tools, trashcans, benches, etc.) back in appropriate area.
- Remove pool cover (if applicable). Replace all pool lift batteries, uncover ADA Pool lifts and place all mobile lifts back in original location.
- Adjust Pool/Spa water temperatures to appropriate degrees.
- Adjust filter and circulating pumps to run at the appropriate times per day.
- Ensure Spa & Locker Rooms are clean and close all locker room doors.
- Turn on water to exterior small fountains and refill to appropriate level.
- Turn on all gas/propane valves (if applicable).
- Turn on all non-critical machines, equipment and devices including all fitness equipment and test that they are functioning properly.
- Secure all chemical storage lockers.
- Test emergency generator. Refill and top off tank if needed.
- Replace all propane tanks for BBQ's etc... store BBQs/equipment, in original location.
- Work with Diamond Resort's support team to review all major mechanical equipment status.
- Contact landscaping vendor to advise of reopening day and ensure all loose debris is cleaned up, if applicable turn on water to sprinklers.
- Confirm all Facility supplies are properly stocked and order any items needed.
- Open all exterior areas/gates/doors/windows as applicable.
- Communicate any suite status discrepancies with Front Office and Housekeeping.
- Ensure proper distancing has been established in all back of the house and storage areas.
- Wipe all carts and equipment down at the beginning and end of each shift.

**Food & Beverage:**

- Ensure the team is aware of, trained on, and clearly understands protocols from Securing Health Standards Opening and Adjustment Protocols for COVID-19, including calling out if experiencing COVID-19 symptoms.
- Ensure there will be disposable or digital access to menus.
- Arrange physical layout for social distancing.
- Create a brown bag/to-go or other non-buffet option if you have EDR.
- Replenish all cash and turn on POS system.
- Restock all cabinets, freezers and refrigerators of perishables. This includes sauces and pre-filled condiment containers.
- Ensure all non-perishables are properly stocked, ordering any items needed.
- Place all alcohol bottles and kegs to secured original location.
- Clean and place any exterior assets (i.e.: tables, chairs, fans, speakers, plant baskets, equipment, etc.) to original location.
- Ensure all china, silver, glass and cookware is clean and in proper location.
- Deep clean and sanitize outlet (including juice/soda machines, sinks, bathrooms, furniture, floors, etc.).
- Turn on and plug in all non-critical machines, equipment and devices.
- Turn on gas to all equipment.
- Test all equipment is working properly.
- Ensure proper distancing has been established in all back of the house and storage areas.

**Activities:**

- Ensure the team is aware of, trained on, and clearly understands protocols from Securing Health Standards Opening and Adjustment Protocols for COVID-19, including calling out if experiencing COVID-19 symptoms.
- Arrange physical layout of all activities and kids play areas for social distancing.
- Place all inventory and all activity equipment, video games, videos, ping-pong, pool cues, shuffleboard, etc. back in appropriate area.
- Plug, and secure all televisions, gaming console/systems to original location.
- Test all electronic devices to ensure they are operating properly.
- Update the activity calendar in Clarity.
- Ensure all Activity supplies are properly stocked and order any items needed.
- Deep clean all activity areas.
- Communicate daily activity with all department.

# COVID – RESOURCES

Non-Nevada

## Health Department/Centers for Disease Control and Prevention (CDC)

**City/Town**

Website: -

Phone:

**County**

Website: -

Phone:

**State**

Website: -

Phone:

**CDC**

Website: -

Phone:

## Government Press Releases

City/Town Website: -

County Website: -

State Website: -

## Supply Chain Interruption Plan:

If there is a long lead time on corporate purchase products, please identify the company and address (web or physical)

**Reusable Masks:**

Company: -

Address:

**Reusable Gloves:**

Company: -

Address:

**Disinfecting Wipes:**

Company: -

Address:

**Sanitizer (Desktop):**

Company: -

Address:

**Sanitizer Refills (Stations):**

Company: -

Address:

**Sanitizer Stations:**

Company: -

Address:

**Electrostatic Sprayers:**

Company: -

Address:

**Cleaning Chemicals:**

Company: -

Address:

# RESORT OPERATIONS DIAMOND STANDARD OF CLEAN ORIENTATION ACKNOWLEDGMENT

I acknowledge that on the date indicated below, I attended the Resort Operations Diamond Standard of Clean orientation session, received a copy of the Diamond Standard of Clean policy, and training on the policy including but not limited to the topics listed below.

- Local Government Mandates and CDC Guidance
- Opening and Adjustments Protocols for COVID-19
- Cleaning Standards, Precautionary, and Confirmed Cases
- Department Overviews
- Reopening Checklist
- Use of face coverings and Personal Protective Equipment
- Position-Specific Requirements
- Self-Health Screening

I understand that it's my responsibility to contact my manager, General Manager, or Human Resources representative should I have questions or require further clarification regarding the protocols reviewed in the orientation session. I further understand that if I fail to comply with these protocols, I may be subject to disciplinary action, up to and including termination of employment.

Team Member Name: \_\_\_\_\_  
(Please Print First & Last Name)

Team Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Company Representative: \_\_\_\_\_ Date: \_\_\_\_\_

# NOTICE

The following are COVID-19 symptoms that have been identified by the Centers for Disease Control and other governmental health agencies (which are subject to update and change):

## COVID-19 Symptoms:

- **Single-Symptom:**

- Cough
- Shortness of breath or difficulty breathing
- Fever of 100.4°F or higher (100.0°F or higher for those working in San Diego County)
- Chills (including repeated shaking with chills)
- Sore throat
- Muscle pain/aches (myalgia)
- New loss of taste/smell

- **Multiple-Symptom (two or more of the following):**

- Headache
- Fatigue
- Nausea
- Nasal congestion/runny nose
- Diarrhea
- Vomiting

**DO NOT CLOCK IN IF** you are experiencing any of the COVID-19 symptoms listed above in the single-symptom list or any two or more of the COVID-19 symptoms listed above in the multiple-symptom list (unless the symptom has a known cause distinct from COVID-19). **Immediately remove yourself** from the company site and follow normal procedures to call in sick and return home or to another location and consider being tested for COVID-19.

By clocking in and working, you are certifying that you have conducted a self-health screening prior to reporting for work and that you are not experiencing any of the symptoms listed in the single-symptom list and not experience any two or more of the symptoms in the multiple-system list without the use of symptom alleviating medication (i.e., fever reducing medication, cough suppressants, etc.).

The Company will be monitoring employees working at its resort, sales center, and corporate properties (i.e., not working from home) for the above symptoms and will send employees demonstrating the above symptoms home from work.

# Vendor Health Screening Notice

## COVID-19 Vendor Health Requirements

**By coming onto Diamond Resorts property and/or signing in to Diamond Resorts Vendor Log you are certifying the below:**

I confirm and certify that neither I nor anyone currently residing in my household currently have, or have had within the last 14 days, any one of the COVID-19 symptoms identified below in the single-symptom list or any two or more of the COVID-19 symptoms identified below in the multiple-symptom list:

COVID-19 Symptoms	
Single-Symptom	Multiple –Symptoms
<ul style="list-style-type: none"> <li>• Cough</li> </ul>	<ul style="list-style-type: none"> <li>• Headache</li> </ul>
<ul style="list-style-type: none"> <li>• Shortness of breath or difficulty breathing</li> </ul>	<ul style="list-style-type: none"> <li>• Fatigue</li> </ul>
<ul style="list-style-type: none"> <li>• Fever of 100.4F or higher (100.0F or higher for those working in San Diego Country)</li> </ul>	<ul style="list-style-type: none"> <li>• Nausea</li> </ul>
<ul style="list-style-type: none"> <li>• Chills (including repeated shaking with chills)</li> </ul>	<ul style="list-style-type: none"> <li>• Nasal congestion/ Runny nose</li> </ul>
<ul style="list-style-type: none"> <li>• Sore Throat</li> </ul>	<ul style="list-style-type: none"> <li>• Diarrhea</li> </ul>
<ul style="list-style-type: none"> <li>• Muscle Pain/ Aches (Myalgia)</li> </ul>	<ul style="list-style-type: none"> <li>• Vomiting</li> </ul>
<ul style="list-style-type: none"> <li>• New loss of taste/smell</li> </ul>	

I further confirm and certify that none of the below-listed circumstances apply to myself, any member of the household in which I currently reside, and/or, to my knowledge, anyone I have been in close contact with (within 6ft. for 15 minutes or more within 2 calendar days of the individual developing symptoms) within the past 14 days

- Tested for COVID-19 and waiting to receive test results.
- Tested positive for COVID-19 and/or are presumptively positive for COVID-19 based on health care provider’s assessment or symptoms; or
- Traveled to a location from which my local or state government, or the local or state government of the location where I work if where I work is different from where I live, requires an incoming traveler to self-quarantine or otherwise self-isolate for some period of time.

I understand that if I am exhibiting any of the COVID-19 symptoms listed above in the single symptom list or two or more of the symptoms listed in the multiple symptom list, without the use of symptom alleviating medication or that if any of the above circumstances are true for me or anyone in my household, I should not enter a Diamond Resorts worksite.

I also understand that I will comply with any local, state government and company mandates set forth to abide while on premise for my safety and wellbeing as well as that of others.

## DIAMOND STANDARD OF CLEAN Manager Assessment of Work Space/Daily Operations

Instructions: As a Manager/Lead review your direct reports' 1. Physical Work Space 2. Daily Social Operations in order to address changes in regards to work spaces, seating, guidelines, signage, schedules, etc.

Note: *Close Contact* is defined as being "within 6 feet ... for at least 15 minutes" regardless of face coverings.

- Physical Distancing:** At what point(s) do physical arrangements create less than 6 feet distancing to other team members or guests that occur for more than 15 minutes? If identified, include potential mitigation techniques to eliminate or reduce the close contact?

Activity Causing Possible Distancing Issue	Mitigating the Risk
Example: In breakrooms	Set capacity limits with signage, "X" out seating arrangements, and open conference room G for breaking

- Social Distancing:** At what point(s) do daily operations create less than 6 feet distancing to other team members or guests that occur for more than 15 minutes? If identified, include potential mitigation techniques to eliminate or reduce the close contact?

Activity Causing Possible Distancing Issue	Mitigating the Risk
Example: Guest not leaving room during facilities services	Review the Diamond Standard of Clean – Front Desk should be informing the guest of the process that they need to leave; facilities should knock and step back asking the guest if answered when would be best to return when they are not in the room for safety standards
Example: Clocking in	Stagger shifts by 20 minutes with meetings held as white board reminder and social distanced manager check-in

# State Addendums

Section 1: Virginia

Section 2: California

Section 3: Nevada

Section 4: Hawaii (TBD)

# Diamond Standard of Clean State Addendum:

## Section 1: Virginia

### Detail of 2.C. - Team Member's Responsibilities – Training and Retraining

- VA needs to ensure verified signoff and tracking of retraining.
- Train employees on how to manage symptomatic guests upon entry.

### Addition to 1 – Team Member and Guest Health

- Post signs at entrance do not enter if guests are or have been recently sick (includes retail and Food & Beverage)
- Infectious Disease Preparedness Plan needs to be filled in to reflect the details for your specific resort
- Risk level per job duty will be maintained by the Regional HR and Regional VP to ensure compliance.

### Addition to 4.J. Customer Journey – Food & Beverage (If non-managed, communication to the vendor expectations to follow Virginia law updates.)

- Limit capacity to 50% of normal seating
- Post sign(s) instructing customers to wear face coverings until they get to their table

# Diamond Standard of Clean State Addendum:

## Section 2: California

### Detail of 2.C. - Team Member's Responsibilities – Training and Retraining

- CA needs to ensure verified signoff of face covering scripting has been reviewed, which includes handling exemptions as well as physical distancing work spaces and social distancing daily operations, both which will be provided prior to retraining.

### Addition to 4.F.1 - Customer Journey- Guest Room – Housekeeping (and Department Protocols):

- Dirty linens should be removed from the guest room in a sealed bag(s) (tied, sticker, etc.)
- Replacement vacuum bag/filter preference is a HEPA vacuum

# Diamond Standard of Clean State Addendum:

## Section 3: Nevada

### Addition to 1. Team Member and Guest Health

#### COVID-19 Testing

- SB4 Nevada Sec. 13(1)(b) A requirement that each new employee and each employee returning to work for the first time after March 13, 2020, must undergo testing for SARS-CoV-2, if such testing is available.
- Protocol in the following pages

### Addition to 1.B Team Member and Guest Health – Thermal Cameras/Thermometers

#### Temperature Checks

- SB4 Nevada Sec. 13(1)(c) The designation of an area of the public accommodation facility where employees will check in every day to receive contact-free temperature measurement and review questions to screen for exposure to SARS-CoV-2.
- Protocol in the following pages

### Addition to 1. Team Member and Guest Health

- COVID-19 Prevention Standards In Public Accommodation Facilities as a summary of Diamond Standard of Clean and Nevada law as well as Southern Nevada Health District containing contact information must be posted in a team member area for public viewing.

### Addition to 2.C. Team Member Responsibilities – Training and Retraining

- Employee's individual training on the Diamond Standard of Clean and updates must be maintained and easily provided if requested.

### Adjustment to 4.F.1. The Customer Journey – Guest Room – Housekeeping & Department Overview (Housekeeping)

- Guest rooms are cleaned daily when in use, unless the guest declines in-room housekeeping (447E.060)
- Facility does not advise or incentivize guests to decline regular room cleaning (447E.065)

# Resorts Operations Nevada

## COVID-19 Testing

### Protocols for COVID-19

#### REQUIREMENT

Nevada SB4 stating the below will be in effect on October 5<sup>th</sup>, 2020:

Sec. 13(1)(b) A requirement that each new employee and each employee returning to work for the first time after March 13, 2020, must undergo testing for SARS-CoV-2, if such testing is available.

#### PROCEDURES

##### Team Member Compliance:

In order to comply with the law, the following will take place.

- Human Resources will provide Resort Operations a team member list to assist in tracking.
- Resort Operations department lead or human resources representative will collect team member negative result documentation that occurred outside of this policy, but will be considered in compliance from March 13<sup>th</sup> to current date prior to October 5<sup>th</sup>, 2020.
- If you cannot provide confirmation of a negative test result, you will be required to retest prior to October 3, 2020.
- Resort Operations will continue to communicate and contact employees to assist with compliance prior to the deadline.
- Failure to test prior to October 5<sup>th</sup> will result in the team member's inability to work under Nevada law. As such, he/she will be placed on unpaid suspension pending testing at that time. If he/she fails to be tested within three days of being suspended, without a substantiated reason for the delay, his/her employment may be terminated.
- The team member will still be allowed to work while waiting for the test results, unless it is after October 3, 2020. Post the team member will need to await a negative result before working.
- The team member must provide the documentation for the results to the human resources and if not onsite please consult HR for the preferred process. Whereas, depending on the location it may be dropped in a lock box, sealed envelope, or other private manner.
- Resort Operations/Human Resources must have compliance tracking for the team members to supply the government bodies upon request.

##### Vendor Compliance:

The requirements will be communicated to the vendors. All contractors will be required to comply by October 5<sup>th</sup> 2020. If a contracted employee has not complied then they will not be allowed to work at the resort and the resort must be provided a replacement employee that is in compliance. It is the vendors' obligation to comply for their own team members.

##### Testing Locations and Procedures:

The Southern Nevada Health District website provides locations for many free (with or without insurance) testing sites in southern Nevada. We have also listed a few sites that are close to your work location that accept Diamond Resorts' health insurance such that if you have health insurance through Diamond Resorts', there will be no out of pocket cost for the COVID-19 test. If you do not go to a free testing site and use your insurance and do have any out of pocket charge for the COVID-19 test (which should not be the case), please bring your receipt to HR for directions on reimbursement.

**Southern Nevada Health District:**

<https://www.southernnevadahealthdistrict.org/covid-19-testing-sites>

Provides a list of COVID-19 testing sites. The website is user friendly and allows you to select from various locations with multiple appointment dates and times as well as from locations with walk or drive up testing availability. Some locations require or strongly advise pre-registering, though not all do.

**Closest to Polo Towers - Walgreens Clinic:**

<https://www.walgreens.com/pharmacy/healthcare-clinic/locations.jsp>

Provides COVID-19 drive through testing at 2427 S. Las Vegas Blvd. Las Vegas, NV 89104. Appointments are required 800-925-4733.

**Closest to Cancun Resort - CVS:**

<https://www.cvs.com/minuteclinic/covid-19-testing>

8116 South Las Vegas Blvd, Las Vegas, NV 89123

Provides COVID-19 drive through testing.

You will need to fill out questionnaire to qualify for COVID-19 Testing; appointment required.

**Closest to Desert Paradise – CareNow Urgent Care**

[www.carenow.com](http://www.carenow.com)

6125 West Tropicana Suite A. Las Vegas, NV 89103

# Resorts Operations Nevada

## Temperature Testing v.9.24.20

### Protocols for COVID-19

#### REQUIREMENT

Nevada SB4 stating the below will be in effect on October 5th, 2020:

Sec. 13(1)(c) The designation of an area of the public accommodation facility where employees will check in every day to receive contact-free temperature measurement and review questions to screen for exposure to SARS-CoV-2.

#### PROCEDURES

In order to comply with the law, the following will take place.

##### Resort Compliance:

- Prior to October 5<sup>th</sup> the General Managers must communicate the resort's process to all team members, which include the check location(s), queuing process, temperature taking process, result requirements, and consequences if they are not followed.
- Resort Operations will define a central location (or locations for larger properties) in which all employees must enter for beginning their shifts.
- The location must allow for physical and social distancing, please use staged shifts when necessary as well as signage and standing queueing for waiting.
- The temperature "station" or area with the thermometer stand, must allow for privacy. This can be done via a curtain or proper spacing.
- Signage with the temperature taking requirements will be in the queuing area and/or temperature station location.
- If needed, a security team member will be stationed at all locations throughout the day or during oncoming shifts to help communicate queuing and temperature taking expectations prior to working.
- The temperature taking procedure occurring will be between the MANUAL PROCESS and IDEAL PROCESS below as the technology is updated. The points in the process that must occur to be in compliance are below:
  - All team members (front line, managers, GMs, etc) must have a contactless temperature taken and answer the required questions prior to clocking in or working.
  - In order to work, the team members must get a "green" (below 100.4) reading and answer "no" to the question, "Have you come into close contact (within 6 feet for 15 or more minutes) with someone who has a laboratory-confirmed COVID-19 diagnosis in the past 14 days?"
  - If team members, do not follow the temperature and question guidelines and clock-in, they are not in compliance.

##### MANUAL PROCESS

- A designated temperature team member (preferably security) will be provided the resort's daily schedule, use a contactless thermometer, and have the designated questions for the state.

- All team members will enter through the designated location(s) checking in with the temperature team member to get a check mark that 1. They have a temperature below 100.4 2. They answered “no” to the designated question, “Have you come into close contact (within 6 feet for 15 or more minutes) with someone who has a laboratory-confirmed COVID-19 diagnosis in the past 14 days?”
- If either scenario does not pass, the temperature team member will note the individual checked in, but will not report to work today and communicate appropriately to the department lead.

#### IDEAL PROCESS

- Set-up prior to October 5<sup>th</sup>:
  - Team Members will pre-load their employee ID and facial recognition
  - Management will upload email ID association mapping
  - Resort will upload the required questions to ask post temperature taking
  - IT or Resorts will create a secure connection between clock-in data and temperature check for real time updates
- The team member will stand in front of the camera and get a “green” (below 100.4) or “red” (at or above 100.4).
  - If the team member is green they can continue to clock-in.
  - If the team member is red they are allowed to set-up aside and make a second attempt. (Only 2 attempts are allowed and the last will be used.)
  - If the team member is green on the second attempt they can clock-in.
- If a failure of either temperature or questions occurs, an email will be sent to the representative email mapping.
- Additionally, an email or notification will be given to the ID representative email if a scheduled ID has not check-in 15 minutes post time-in.
- If the team member, has been found to have clocked-in and is working without a temperature check and survey or with a no pass result, the team member is not in compliance.

#### Vendor Compliance:

Diamond Resorts adherence to the law will be communicated to the vendors as expected expectation to the vendor’s employees as well. However, the vendor will not be using Diamond Resort’s check-in process. All contractors will be required to comply by October 5<sup>th</sup> 2020.

## Diamond Standard of Clean

### COVID-19 Prevention Standards In Public Accommodation Facilities

This public accommodation facility is required to meet the following standards for the prevention of COVID-19, pursuant to NAC 447E, as adopted under Senate Bill 4 (SB4). To report violations, contact the Southern Nevada Health District at 702-759-1633.

#### SARS-CoV-2 Prevention and Response Plan

1. Facility has implemented a SARS-CoV-2 prevention and response plan (447E.080)
2. A designated person (s) is responsible for overseeing and implementing the plan (447E.080)
3. Training procedures for employees to prevent transmission of COVID-19 are in place and training documentation is maintained (447E.075)
4. A one-page summary of COVID-19 prevention standards and key contact numbers at public health agencies are posted at the required locations (447E.070)

#### Standards for Cleaning to reduce transmission of SARS-CoV-2

5. Facility is appropriately using cleaning products registered by the EPA as effective against SARS-CoV-2 (447E.060)
6. High contact areas and items used by the public and employees are cleaned frequently while in use (447E.060).
7. Key cards and other types of keys for accessing rooms are cleaned between guests or removed from circulation for 24 hours (447E.060).
8. Handwashing facilities are properly stocked and employees are frequently washing hands (447E.075)
9. Hand sanitizers with 60% alcohol and adequate dispensing stations are properly located and accessible for employees and guests (447E.075)
10. Guest rooms are cleaned daily when in use, unless the guest declines in-room housekeeping (447E.060)
11. Facility does not advise or incentivize guests to decline regular room cleaning (447E.065)
12. Adequate social distancing protocols for guests and employees are maintained (447E.075)
13. Employee workstations are structured and/or separated by space or physical barriers to allow social distancing where practical (447E.075)

#### Standards to Protect Employee Health against SARS-CoV-2

14. An area(s) has been designated where employees check in daily for temperature assessments and screening questions (447E.080)
15. Appropriate PPE is available for staff at no cost and no known ill employees are working (447E.075)
16. Facility has COVID-19 testing protocols (447E.080)
17. Employees returning to work after March 13, 2020 undergo SARS-CoV-2 testing (447E.080)
18. Employees who may have been exposed to SARS-CoV-2 are appropriately notified by the facility (447E.080)
19. Employees experiencing symptoms of COVID-19 or exposed to SARS-CoV-2 undergo testing for SARS-CoV-2 (447E.080)
20. Facility provides staff appropriate time off for pending or positive results, as required (447E.085)

## Southern Nevada Health District

(702) 759-1000 [www.snhd.info](http://www.snhd.info)

### COVID -19 / SARS-CoV-2 Public Health Contact Numbers

#### To report a violation of COVID-19 prevention standards:

- Public Accommodations: (702) 759-1633
- Food Establishments: (702) 759-1110
- General Complaints: (702) 759-0588

#### If you have questions about COVID-19 or other diseases:

- Epidemiology and Disease Surveillance (702) 759-1300

#### Web Site COVID-19 Resources

- [www.snhd.info/covid](http://www.snhd.info/covid)
- [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus)

#### Service Locations

- **Southern Nevada Health District:** 280 S. Decatur Blvd, Las Vegas 89107
- **East Las Vegas Public Health Center:** 560 N Nellis Blvd. Stes D1 & E12, Las Vegas 89110
- **Henderson Public Health Center:** 220 E. Horizon Dr., Stes A & C, Henderson 89015
- **Laughlin Public Health Center:** 55 Civic Way, Laughlin 89029
- **Mesquite Public Health Center:** 830 Hafen Ln, Mesquite 89027