



May 2020

Our updated standards are based on government policies and mandates, Centers for Disease Control (CDC) guidelines and Department of Health policies, so it is subject to change at any time.

I. Health & Safety

Colleague Entrance All colleagues must enter only through the colleague entrance at the loading dock. Each colleague will go through a temperature check station prior to starting their work shift. Anyone displaying a temperature over 100.0°F will not be allowed entry to the property and will be directed to go home and seek appropriate medical care.

Guest Check In. Guests will be given Covid-19 instructions/guidelines letter on their guest room confirmation, on the Kahala website (privacy notice) and upon check in at the front desk. They will be asked to sign an acknowledgement form for the understanding of following the guidelines. It is expected that all guests follow these guidelines while on the hotel property for everyone's wellness.

Social distancing. Colleagues and guests will be advised to practice social distancing by standing at least six feet away from other groups of people not traveling with them. This includes but is not limited to the following:

- Standing in lines
- Using elevators
- Restaurant tables, bars
- Business Center closed, but will be available upon request with strict resort guidelines to be followed
- Encourage phone call for all guest transactions (or email as necessary)
- Discontinue print magazines and newspaper services. Press Reader is available for all guests use.
- Guest packages will be placed outside the guest room after calling the guest room informing the guest about the delivery. Colleague will knock on the door and wait six feet away to ensure the package is retrieved.
- Plexi glass sneeze guard are put into specific locations (ie. Front desk, host stands, Pool kiosk, etc) for further protection

Hand Sanitizer. Hand sanitizer dispensers are placed at key guest and colleague entrances and high contact areas such as:

- Concierge desk
- Front desk
- Hoku host stand
- PBH host stand
- Spa
- Retail shops
- Front drive
- Back of house locations

Front of the House Information. Guests will be given Covid-19 instructions/guidelines on their guest room confirmation and upon check in at the front desk. They will be asked to sign a guest declaration form for the understanding of following the guidelines upon check in. It is expected that all guests follow these guidelines while on the hotel property for everyone's wellness.

Back of the House Signage. Security and HR to post signage throughout the property reminding colleagues of the proper way to wear, handle and dispose masks, use gloves, and wash hands.

Colleague & Guest Health Concerns. Our colleagues have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property. Colleagues are instructed to stay home if they do not feel well and contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify a manager or hotel security.

II. **Colleagues Responsibilities**

Hand Washing. Good hygiene and frequent hand washing with soap is vital to help combat the spread of the virus. All colleagues have been instructed to wash their hands every hour for a minimum of 20-seconds. They must also wash their hands after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.

COVID-19 Training. All colleagues will go through training on COVID-19 safety and sanitation protocols. More comprehensive training will be conducted for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Departments, Front Office Areas and Security.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all colleagues based on their role and responsibilities. Training on how to properly use and dispose of all PPE will be mandatory.

- Every colleague entering the resort will be provided a mask and required to wear that mask while on property. Gloves will be provided to colleagues whose responsibilities require them including housekeeping and public area attendants.
- All colleagues must wear gloves when handling cash. The following shows which gloves are to be used per department: (refer to each individual department for the guidelines for the gloves)
 - Front desk/drive/concierge/guest services – white cloth gloves
 - F&B – rubber gloves
 - Pool – rubber gloves
 - Engineering – maintenance gloves
 - Safety – rubber gloves
 - Retail – rubber gloves
 - Purchasing – rubber gloves
 - Kitchen –rubber gloves
 - Other BOH depts. – rubber gloves

Schedules. All department schedules must be added to the share drive by the Friday of every week. This is so we can manage social distancing by preventing large group arrival and departure times at our employee entrance and back of house areas. Security and Housekeeping will also be able to prepare for traffic control and uniforms in advance.

Daily Pre-Shift & Timekeeping. Colleague pre-shift meetings will be conducted one on one or in areas that allow for appropriate physical distancing between colleagues. Larger departments will stagger colleague arrival times.

III. **Cleaning Products and Protocols**

Cleaning Products. Our resort uses cleaning products and protocols which meet DOH and CDC guidelines. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Public Spaces and Communal Areas. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on high contact surfaces including, but not limited to the below:

- Counters and equipment sanitized at least once per hour
- Elevator buttons
- Door handles
- Public bathrooms
- Room Keys
- Pens
- ATM's
- Stair handrails

- Gym equipment
- Business center computers
- Garage door handles, hand railings, ticket machines
- Exterior benches
- Trash Cans
- House phones will be removed from public areas

Paper. All areas of the resort must change procedures to go paperless as much as possible rather than printing documents.

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, handles, telephones, in-room control panels, light switches, temperature control panels, and alarm clocks.

Laundry. All bed linen and laundry will be changed after each guest checks out and continue to be washed at a high temperature and in accordance with CDC guidelines. Bed linen will not be changed on a daily basis during the duration of a same guest stay to follow social distancing exposure.

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 colleague cafeteria, colleague entrances, uniform control rooms, colleague restrooms, loading docks, offices, kitchens, and security.

Shared Equipment. Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new colleague. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort.

Air Filter and HVAC Cleaning. The frequency of air filter replacement and HVAC system cleaning has been increased.

IV. Departments

Front Drive. Guests will have to follow social distancing standards when coming on the property.

a) Guest Arrival Valet, Taxi or Rental Car

- Guests will enter the resort through doors that are propped open 24 hours a day.
- Valet services will be suspended until further notice.
- Guests requesting bell service will be assisted and the bell cart will be sanitized after each guest is assisted. Colleagues will go in a separate elevator than the guest to deliver

the bags to the guest rooms. They deliver bags to guest room at the guest door and will not go into the guest room, but rather be 6 feet away to ensure guests retrieve their bags.

b) Guest Check In/Out

- There will be the Kahala flowers strategically placed on the ground showing the location of where guests may stand when waiting in line.
- Resort information will be on guest TV in the room instead of as a guest letter.
- Guest check out should be conducted on the guest room TV prior to departure. If it is not possible, please call the front desk from the guest room to check out and/or deal with any room portfolio concerns. All guest keys can be left in the guest room.
- Credit Card machines to be have the mobility to be put on the counter for guests to swipe the card on their own
- Should a guest have to be quarantined in the guest room, the front desk must make their key card a “one time key” card upon check in. If they have to become quarantined after they have already checked in, front desk is to replace their existing keys with the “one time key” card immediately. This one time key card will not allow the guest to return to the room if they leave the room. They would have to come back to the front desk to get a new key which we would then know they didn’t follow the quarantine.
- Guests will have to sign the guest declaration form at check in (health and resort guidelines)
- Guests will be asked what amenities/items they would like to have in their room (personalized service). All pre-existing amenities that were in the guest room have all been removed and will be available on request.

Front Office. Further guidelines are to be followed:

- Sanitize all guest high touch points after each transaction including Credit Card Devices, pens, key cards and registration countertops
- Room keys to be sanitized before stocking
- Oshibori’s not to be offered to guests
- No printing (paperless) as much as possible.
- Manager to provide guidance to arriving and departing guests to ensure physical distancing measures are followed
- Lobby to have a layout that fits within social distancing standards
- Business center closed, can be used upon request with front desk and protocols must be followed
- Implement peak period queuing procedures
- Carts, trolleys and equipment to be sanitized at the start and end of each shift (and between each use)
- Bell carts to have a non-porous covering instead of the carpet for better sanitation
- All Front Office/front drive colleagues may wear white gloves. No rubber gloves can be shown, but can be used under the white gloves if colleague prefers.

- Concierge activity pamphlets must only be touched by using white gloves (if any are used, it is to be discarded immediately, not re-used)
- Shuttle services will remain closed at this time. When services are brought back, shuttle driver will wear a mask at all times as well as white gloves
- Wireless headsets to be available for operators for shared phones.
- Guest Room magazines can be provided to guest upon request as they will be removed from guest room. After guest use, please discard.
- Upon guest check in, guests to be asked/scheduled when they will prefer housekeeping to clean their room (guest must be out of the room).

Hotel Guest Elevators

- Colleagues will be sanitizing the buttons at a minimum of once per hour.
- No more than four guests will be permitted per elevator, unless the party is of the same family.
- There will be the Kahala flowers strategically placed in the elevator for physical distancing

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. Restaurant reservations will be updated to accommodate the new seating floor plan. Reservations are highly recommended by calling concierge or Dining Reservations.

- Prepare Open Table reservations for updated table seating arrangements
- DOH food handler cards- all colleagues must have their card up to date in order to come back to work (in accordance with DOH updated Covid guidelines)
- All DOH plaques and liquor licenses must be up to date before restaurant opening
- Host Podiums, bars, cashier stations including all associated equipment to be sanitized at least once per hour
- POS terminals, service stations, counters, handrails, pens, menus, check presenters and trays to be sanitized at least once per hour and logged by a manager. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use.
- Dining tables, bar tops, stools and chairs to be sanitized after each use
- Condiments to be served in single use containers (either disposable or washed after each use)
- Menus to be single use and/or disposable
- Existing placemats to be sanitized/cleaned after each use
- Sanitize trays (all types) and tray stands sanitized after each use
- Storage containers to be sanitized before and after each use
- Hostesses and managers to manage physical distancing at entries, waiting areas and queues (utilize kahala stickers on floor as necessary)
- Peak period queuing procedures to be implemented when guests are not able to be immediately sat

- Tables, chairs and bar stools to be utilized with appropriate social distancing between each family or traveling party (six feet minimum)
- Manage the line flow at take out outlets to ensure beverage and food pick up areas remain appropriately distanced
- Paper napkins to be used in Veranda and SSG as roll ups (no placing in a guest lap or refolding)
- Linen napkin service to be used in Hoku's dinner with colleagues setting up with using gloves and preventing cross contamination (no placing in a guest's lap or refolding). Each table will have the linen napkins put into individual sealed bag after each guest use.
- No table linen to be used in restaurants.
- Colleagues to clean tables after each guest use with individual DOH approved sanitizer and clean rag
- Tableside cooking to be suspended until further notice
- Remove grab and go complimentary offerings (ie. coffee in bqt foyer)
- Bar snacks will be suspended until further notice
- Cafeteria – rearrange seating to follow social distance standards

Stewards.

- Food preparation stations to be sanitized at least once per hour
- Kitchens to be deep cleaned and sanitized at least once per day
- Social distancing must be established at steward stations
- Rubber gloves must always be worn when working with dishes
- All supplies, knives, utensils, bowls must be cleaned/washed/sanitized after each use
- Cafeteria to be cleaned and sanitized between each use

Kitchens.

- Food preparation stations to be sanitized at least once per hour
- Kitchens to be deep cleaned and sanitized at least once per day
- Tableside cooking to be suspended until further notice
- Rubber gloves must always be worn when working with food
- Social distancing must be established at kitchen stations
- All supplies, knives, utensils, bowls must be cleaned/washed/sanitized after each use
- Cafeterias – no buffets, create hours for service

Room Service. When room service opens, deliveries will be placed outside the guest room, colleague will knock on the door and step 6 ft back to ensure guest receives the order. Further guidelines are to be followed:

- Room Service and F&B amenities are suspended until further notice.
- Pick up of room service orders to be placed outside of guest room by the guest.

- Guest amenity deliveries will be consistent with In Room Dining (IRD) protocols and delivered with contactless procedures whenever possible
- Self-service ice machines to be suspended and signage posted indicating ice is available through IRD
- Order taker colleagues will sanitize their stations and all equipment at least once per hour and at each change of shift
- Servers to sanitize all coffee machines, counters, refrigerator door knobs and shelves, room service trays, tables, etc at least once per hour
- Set food on tables in hallway and notify guest by knocking on the door when the table is outside of the guest's room (plate covers remain). Colleague will step 6 feet back and wait until guest retrieves the order. If it is only a tray of f&b, server will deliver it on a room service table and leave at the guest door to allow the tray to be at a reasonable height for the guest to pick up.
- Request that guests notify IRD when finished with their meal and place their trolley/tray in the hallway outside of their room
- Printed IRD menus to be removed from rooms and placed on the guest TV

Catering and Banquets. Catering and banquet floor plans will follow the social distancing between guests in all meetings and events. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

- All linen, skirts, etc to be replaced after each use
- Staff to wear gloves when setting up linen/skirts/napkins
- All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized
- All buffet and self-serve style events to be suspended until further notice
- All food and beverage items to be individually plated and served
- Coffee and other break items to be attended
- Flatware to be provided as a roll-up
- Condiments to be served in individual packages or sanitized individual containers
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing
- Sanitize banquet room doors, tables, chairs light switch and other equipment after each group use
- Work with vendors to follow our new guidelines

Sales/Marketing.

- Site inspections and meetings will be done virtually and/or appropriately physically distanced
- Common sitting areas, desks, phones, handles and frequently touched surfaces to be sanitized at least once per hour
- Update the website with covid-19 guest involvement/expectations when staying with us

Pools. Pool seating will be configured to allow for at least six feet of separation between groups of guests. Reservations may be needed in order to hold seats for your party but is based on availability on a first come first serve basis for 4 hour increments. Further guidelines are to be followed:

- Chaise lounge chairs to be sanitized after each use
- Cabana guest contact surfaces to be sanitized after each use
- Towel desk, entry kiosks and all other desks and counters to be sanitized at least once per hour
- Chaise lounge chairs set with appropriate physical distancing
- Hot tub – 2 people maximum at a time wearing masks
- Pool – proper social distancing must be followed
- Staff to wear gloves when handling any soiled linen and will be individually bagged.

Housekeeping.

- All linen from one guest room will be put into a sealed bag to not allow any cross contamination.
- Room Attendant to do daily housekeeping service only when guest is not in the room. Minimize contact with guests while cleaning hotel rooms; guest room attendants will offer to return at an alternate time for occupied rooms
- A uniform colleague will be stationed to control maximum occupancy of the space when picking up uniforms.
- Uniforms – if colleagues request to take uniforms home to wash due to sanitation concerns, it is ok but the department head must track and inform HR
- Ensure linen, towel, rags PAR is available for colleagues in preparation of higher guest use
- Clearly defined lines and waiting areas to be clearly marked on the floor in front of the uniform counters
- Guest laundry and dry-cleaning services available using contactless pick-up and delivery protocols
- Guest amenity deliveries will be delivered with contactless procedures whenever possible
- Back of house restrooms will be sanitized at least once every four hours
- All reusable collateral/amenities in guest rooms to be removed; critical information to be placed on single use collateral and/or electronically posted.
- Disposable collateral to be disposed and changed after each guest
- Newspapers and magazines will continue to be provided through PressReader
- Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
- Electrostatic sprayer (on back order right now) or similar to be used in every guest room before a new guest is to use the room

- Guest Room magazines can be provided to guest upon request as they will be removed from guest room. After guest use, please discard.

Spa. Spa is closed until further notice, opening pending guidance from local government authorities and Department of health

Fitness Center. Fitness center is closed until further notice. Once open, an attendant will be scheduled to maintain social distancing, occupancy standards and sanitation cleanliness. Reservations may be required.

Retail Spaces. Guest occupancy limits will be enforced to allow for appropriate social distancing at our retail spaces.

- Work on Kahala masks and kahala signature (fragrance) hand sanitizer as retail item
- Manage online website for purchases
- Credit Card machines to have the mobility to be put on the counter for guests to swipe the card on their own
- Cash, workstations, phones, handles and frequently touched surfaces to be sanitized at least once per hour
- Manager will be prominently posted at each store reminding guests of maximum occupancies and social distancing guidelines
- All merchandise will be served/handled by a retail attendant; no self-serve available in any category to prevent cross contamination of germs. Retail colleagues to wear gloves to appropriate handle retail items.
- All sales final until further notice (including phone orders)
- Use Kahala stickers to ensure 6 feet distance when waiting in line at register

Security.

- All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)
- Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed and logged
- Security Officers to assist with enforcing physical distancing protocols in guest queuing areas as required (restaurants, front desk areas, elevator, lobby, pool, etc.)
- Security Officers to familiarize themselves with hand sanitizer and mask distribution points for guests and colleagues and ensure it's always filled
- Sanitation of colleague clocks in/out, key machine, etc. are to be conducted every hour and logged
- Mail to be dropped off at security and distributed to mailboxes for distribution

- Security to post signage throughout the back of house areas reminding colleagues of the proper way to wear, handle and dispose masks, use gloves, and wash hands.
- Monitor colleague locker rooms for minimum occupancy to ensure social distancing.

Accounting.

- Cashier stations, desks, phones, handles and frequently touched surfaces to be sanitized at least once per hour
- All correspondence to go digital/email (paperless) as much as possible
- Colleagues to wear gloves when handling cash

Engineering.

- Equipment, desks, phones, door handles and frequently touched surfaces to be sanitized at least once per hour
- Colleagues to wear gloves when handling shared tools and equipment
- Colleagues to use their own tools, as much as possible
- All vendors must go be given the Kahala contactors protocol and they must sign the acknowledgement form.
- Refresh and paint back of house hallways, cafeteria, landing doors, etc

Human Resources.

- Equipment, desks, phones, door handles and frequently touched surfaces to be sanitized at least once per hour
- Colleagues to wear gloves when handling cash or shared equipment/areas
- Create and manage a temperature station for all colleagues to be checked upon arrival for start of shift.
- Orientation with all the colleagues to train on Covid-19 standards of procedures, new policies, safety procedures, etc.
- Utilize social distancing when conducting trainings in large ballrooms or through virtual means
- Manage the work from home policy (WFH)
- Conduct PPE trainings, new SOP trainings for all staff

IT.

- Prepare all areas in the hotel to be digital (paperless) as much as possible
- Equipment, desks, phones, door handles and frequently touched surfaces to be sanitized at least once per hour
- Colleagues to wear gloves when handling equipment
- IT - House phones will be removed from public areas
- Printed IRD menus to be removed from rooms and placed on the guest TV

Purchasing.

- Equipment, desks, phones, door handles and frequently touched surfaces to be sanitized at least once per hour
- Colleagues to wear gloves when handling all storage items, carts, etc.
- Change storage habits (no cardboard/paper bags, put all in plastic bins)
- Will keep PPE items in stock

Reservations.

- Equipment, desks, phones, door handles and frequently touched surfaces to be sanitized at least once per hour
- Reservation department to ensure that guests will be given Covid-19 instructions/guidelines on their guest room confirmation
- Will ask guests of any amenity preferences in guest rooms (ie. Coffee, tea, magazines, etc)