



WYNDHAM[®]
ALL-INCLUSIVE RESORTS

POST COVID-19 REOPENING MANUAL

May 5, 2020



COVID-19 Protocols

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INTRODUCTION:

Dear partners, due to the corona virus pandemic, we prepared a guide of preventive actions, to be applied in the various areas of the hotel, with the aim of preventing the transmission of the virus, treating possible cases of contagion and being able to provide to our internal and external clients a trustable use of our facilities in security.

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, OMT, OMS and public health advancements and will continue make changes if necessary or appropriate to our protocols and procedures.

POSI CHECK ACTION PLAN FOR VIVA WYNDHAM RESORTS

All properties based in Mexico and Dominican Republic will be included in CRISTAL POSI Check program, which is a new specific module designed to address the needs of our business, it formulates and monitors an effective response to communicable infections.

AUDIT PROTOCOL FOR THE PREVENTION OF THE SPREAD OF INFECTIONS (POSI Check)

Module sections:

1. Management commitment (Ensure that there are established clear lines of responsibility and the management commitment is evident).
2. Infection control team (Ensuring that a team of competent personnel is created that will lead the efforts in both infection prevention measures and lead the response to a potential infectious incident / outbreak).
3. Infection control risk assessment (A risk assessment should be performed associated with potential infectious diseases and their vectors, and implement measures control).
4. Equipment Resources and Requirements (Ensure that equipment and resources are available to manage both normal and emergency cleaning).
5. Personnel safety (Ensure that there are procedures to protect personnel, but particularly to those most exposed to potential sources of infection).
6. Staff training (Ensure that all staff, including those who are not part of the infection control team, has received training and awareness to protect them themselves and prevent the spread of infection).
7. Practices in the event of staff illness (Ensure that there are procedures to avoid staff to return to work while they can be a source of infection. This includes establish policies that protect the employee when he is not well enough to work).
9. Hand hygiene (Ensure that the washing instructions, equipment and signage are correctly located and used efficiently).
10. Respiratory hygiene (Ensure that personnel have received training in the need to maintain respiratory label)
11. General Cleaning Practices (Ensure that normal cleaning procedures are defined and followed in accordance with good practice)
12. Emergency cleaning practices (Ensure that, in the event of an incident, the procedures cleaning actions are designed to be efficient

13. Design for cleaning (Design review and layout of the environment to maximize ease and cleaning efficiency)

14. High Contact Surfaces (Ensure that emphasis on surface cleaning and disinfection high contact is appropriate to the level of risk of infection)

15. Cleaning the environment (Ensure that all areas are effectively cleaned and disinfected correctly)

16. Linen management (Ensuring that the linen used in guest rooms and other areas are correctly managed to prevent the spread of infection)

17. Air conditioning system (Ensure that all ventilation systems are maintained and cleaned to prevent the development or spread of the infection. This includes procedures for Legionella prevention)

18. Gymnasium and recreational areas (Ensure that there are protocols for general cleaning and intensify according to these areas).

19. Children's club and facilities (Ensure that all areas focused on children are operated, maintained and disinfected to prevent the spread of infection in these vulnerable groups).

20. Spa and treatment areas (Ensure that there are cleaning procedures and practices operating in the Spa to prevent the spread of infection).

21. Pool decontamination (Ensure that the best practices procedures in the pool are fully implemented).

22. Management of Symptomatic Guests (Ensure that there are procedures for the management of guests showing symptoms including isolation, separation and giving services support guests while preventing spread of infection to a larger population wide).

23. Procedures in the event of an outbreak (Ensure that clear and effective measures have been developed and that can be effectively implemented in the event of an outbreak).

24. Communication policies (Ensuring that the hotel has an effective communication policy for that all interested parties are aware of the situation and the actions taken).

25. Notification of reportable cases (Ensure that all reportable cases of diseases infectious have been reported to the appropriate authorities)

26. Documentation and records (Ensure that the documentation and records of cleanliness, disinfection and infection control strategy are saved and maintained)

27. Management of cleaning products (Ensure the management of the type, methods of use, dilution and use of chemicals).

28. Control of cleaning efficiency (Ensure that the hotel has a system of quantitative evaluation of the degree of cleanliness, through the use of measuring equipment, such as ATP tester)

RESORTS ACTION PLAN PER AREA



STAFF TRAINING:

One month before the reopening of the properties, all staff will take specific training courses.

The courses will be based on prevention measures and customer service concerning the pandemic, prepared by the training department, assisted by medical personnel and CRISTAL America. Their attendance will be mandatory and a certificate of participation will be delivered.

After attending the general training, the areas managers, in coordination with the human resources and management departments, will prepare a specific training and instruction on the preventive actions to be taken in their respective work areas, based on This document and other eventual ones that could be completed adapting to each property.

STAFF ACCESS:

Staff transportation busses will be disinfected after each service, during the operation passengers and driver will wear PPE and respect physical distancing all time.

Upon arrival at the property, the hotel security staff will be welcoming the same wearing PPE, will take the temperature to the collaborators using a laser thermometer. In case of presenting some symptoms or a temperature higher than 37.2 ° C (98.9 ° F) access to the property will not be allowed, asking them to contact the health center established according to the protocol indicated by the respective country.

All staff must wear uniforms and shoes once they arrive at the property. Uniforms will be washed in the hotel laundry, according to established protocols.

All staff will be instructed to wash their hands making sure they have the necessary products (liquid soap and disinfectant gel).

Employees will be reminded not to touch their faces and to practice physical distancing by standing at least 1.5 mt. away from guests and other employees whenever possible.

Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the resort will be provided with a mask and required to wear it while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

CHECK-IN:

Meanwhile new PMS will be available; we immediately suggest establishing a procedure that streamlines the client registration process, avoiding large crowds in our lobbies.

Marks on the floor will be used to ensure that the safety distance of 1.5 mt is maintained.

For all arrivals from agencies over 30 pax, pre-printed registration cards will be delivered to the representatives, so that during the transfer from the airport to the hotels they can fill them out. If possible, a hotel staff will help by distributing the bracelets, room keys and towel cards.

Upon arrival at the property, a hotel staff trained to detect symptoms will be receiving guests, wearing PPE. He will take the temperature of all customers, using a laser thermometer. Guests will be advised to practice physical distancing by standing at least 1.5 meters away from other groups of people not traveling with them, while standing in lines or moving around the property.

After exchanging objects between each client-worker, (such as registration cards, passports, bracelets, pens, etc.) a hand disinfection will be used by both.

Guests will be informed that in case of presenting symptoms of the virus they must remain in their rooms and inform customer service, who will coordinate a visit of medical personnel to their room.

A disinfectant gel dispenser will always be available in the hotel lobby.

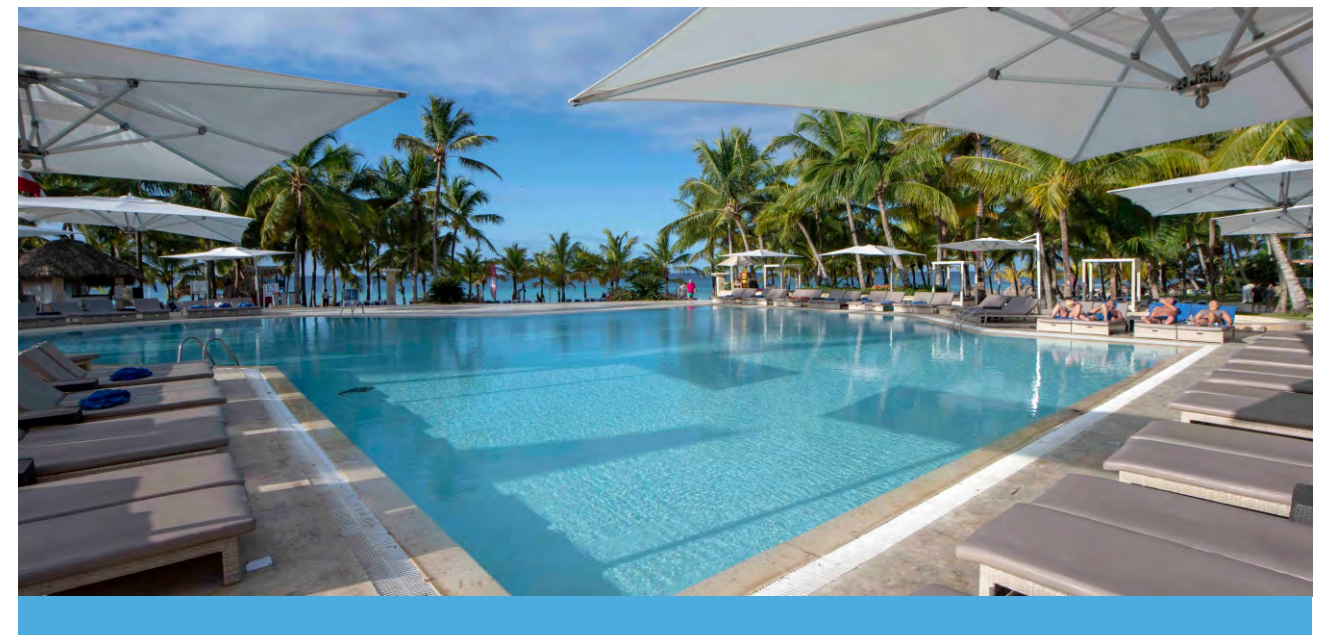
CHECK-OUT

Clients will be asked to pre-check out at least one day before departure to settle any pending accounts, on the day of departure different lines will be made for clients with a zero balance account and pending accounts payable.

GUEST SERVICE / RECEPTION:**INFORMATION AND COMMUNICATION**

The reception and G.S. staff will be knowledgeable enough about COVID-19 in order to safely play assigned tasks and avoid possible diffusion of COVID-19 within the facilities.

They will be able to provide information to clients who request it about the resort's policy in terms of established preventive measures or other services that guests can request (for example, medical services and pharmaceutical products available in the area). Guests with respiratory symptoms will be invited to stay in their rooms, until they are visited by the hotel doctor or, if not available, one external.



RESTAURANTS:

- In all restaurants, a daily check will be made ensuring that the tables are arranged in such a way that the distances between the backrest from chair to chair, from one table to another, is greater than 1 meter.
- The dining room service personnel should recommend that customers clean their hands with disinfectant gel at the entrance and exit of the dining room.
- At the buffets we will change the original concept towards an assisted buffet, which complies with the current regulations regarding measures, distances and logistic. The hotel staff will serve guests, which prevents the client from taking the food, with the exception of salads, fruits and desserts, which will be in individual presentations dishes (micro kitchens) and single-portion, which will be accessible by the client.
- Increase personalized show cooking, applying it not only to fish and meat plates, but also to finished pasta, risotto, vegetables, paellas, carving, etc., customizing the cooking point for each client, offering a better service.
- Marks on the floor will be used to ensure that the safety distance of 1.5 mt is maintained.
- Where it is not possible to use a single portion or an assisted buffet, tongs, ladles and other service utensils will be changed every 15 minutes. Direct handling of food and equipment by customers will be limited as much as possible to minimize self-service.
- Drinks will be served at the tables.
- When a client leaves the table, the staff will remove all the objects making sure not to put it in contact with the clean ones and will carry out a detailed disinfection with specific products.
- Dishes, cutlery and glassware will be washed and disinfected in the dishwasher, including those that have not been used but have been in contact with customers' hands.
- The tablecloths and napkins will be washed after each use, after disinfecting the tables they will be changed. If possible, where available single use napkins and easily washable placemats will be implemented.
- It is necessary to ventilate the living rooms and dining rooms after each service, opening the windows.
- After each service, surfaces will be cleaned and disinfected, dispensing machines, door knobs, buffet counters, etc., and in general, any surface that may have been touched by hands following established cleaning protocols.
- The operation of all dishwashers will be checked to ensure that the temperatures to be reached are correct (higher than 80°C in the rinse) and the dosage of chemical products too.

ANIMATION AND SPORTS:

The group dance classes will be given without forming couples, trying to maintain the distance between the participants, the same concept for yoga classes, stretching, Zumba, locating the participants 1.5 meters away from each other.

Team sports with physical contact such as basketball, football and others will be suspended.

Tennis, archery and trapeze courts can be carried out, limiting the participants to respect the

BARS

In order to reduce the lines in the bars, hotel staff will provide drinks service around the pools and the table area near the bar.

In bars, marks on the floor will be used to ensure that the safety distance of 1.5 mt is maintained.

The operation of all dishwashers will be checked, to ensure that the temperatures to be reached are correct and the dosage of chemical products too.

In theaters where the audience foresees the positioning of mobile chairs, they will be located respecting the 1.5 mt distances, inviting with public announcement to maintain the suggested distance. In those theaters where, in addition to the mobile chairs, we have the stands, marks will be placed on the floor with a sticker.

Water activities can all be carried out, always maintaining the concept of safe distance. In the first phase, the mini-clubs will remain closed, being a potential source of contagion, the staff will carry out external activities that can respect the distance criteria.

Cleaning stations with disinfectant, paper towels and garbage cans will be located in the gym, clients must disinfect each machine after use. The person in charge will constantly carry out supervision and equipment-cleaning operations. Maximum number of users will be established based on area capacity and quantity of equipment.





CLEANING OF ROOMS AND COMMON BATH AREAS

Disposable gel or disinfectant solution for hands, PPE will be available in the maid cleaning cart.

A disinfectant chemical will be used to eliminate the possible presence of the virus.

The use of PPE for service people (cleaners, waiters, etc.) will be mandatory in all properties in the hypothetical case that they have to access rooms where sick or investigative clients are present. Special attention will be dedicated to high touch objects that are frequently handled such as cranks, buttons, handrails, elevators, switches, mixers, etc.

All rooms and common areas will be ventilated daily. Particular attention will be dedicated to all beach and pool chair lounge. In each room a kit of PPE and disinfectant gel will be available for the clients; the water glasses will be disposable. Particular attention will be given to all the A/C filters, which will be sanitized with specific product at any check out.

A disinfectant gel dispenser will be installed in each bathroom in the common areas.

All equipment of air hand dryers will be removed to be replaced by hand towel dispenser.

LAUNDRY

A specific inspection will be made to verify the correct operation of all laundry equipment, especially operating temperatures, as well as the correct dose of cleaning and disinfection chemicals.

All linens of a suspected case room will be washed separately to avoid cross contamination.

Bedding linens must be washed at 65°C for 10 minutes or 71°C for 3 minutes; we will check that the formulas are correct with chemical suppliers.

EXCURSIONS:

In Dominicus, the excursion manager will present a plan to reduce the capacity of boats and land transportation, to maintain the distance between passengers. About food consumption, we should reconsider using the buffet method in Saona, where conditions do not allow disinfection and hygiene for these types of contingencies.

About others resorts, we only sell third party excursions and we will require all suppliers to be certified by local authorities.

DETECTION OF POSSIBLE CONTAGIOUS CASES:

As mentioned above, the protocols for action when detecting a person diagnosed with COVID-19 in an establishment and the subsequent possible public health measures will be determined by the health authorities, and logically the maximum collaboration on the part of the management in compliance with established protocols.

In the current epidemiological scenario, the most likely situation is that, upon detection of a confirmed case of a client or an employee in the establishment, the affected person will be rehoused in a health center (or home for employees, according to the criteria of the health authorities). Public health authorities will carry out an analysis of the situation to make decisions about the actions necessary to control the transmission of the infection. In this case, specific protocols will be established for such a situation that the health authorities determine.



CLEANING PROCEDURE OF AN ESTABLISHMENT WITH A CONFIRMED CASE:

Non-health personnel entering an isolated client's room should be restricted as much as possible.

Since the staff of the establishment are not health personnel, and accessing areas where an affected person may be confined may violate their right to effective protection in terms of safety and health, it should be previously assessed.

Based on WHO recommendations in a provisional guidance document (February 2020) on "Home care for patients suspected of being infected with COVID-19, with mild symptoms", and as long as no other standards are established by the health authorities, the following considerations can be taken into account.

All hotel staff who have to access the room when the sick client is present (maids, dining room waiters, etc.) must wear the protective equipment designated by the occupational risk services and wash or disinfect their hands when they have exited. If possible, keep a distance of one / two meters from the client.

The waitress will put on an appropriate apron or gown, better disposable, and gloves before entering the room. The cleaning cart should not enter the room.

Remove bedding and towels and put them in a separate bag from the rest (it is recommended to have yellow / red bags) until it is time to wash them, warning the laundry staff for their hygienic handling (do not shake dirty clothes and avoid direct skin contact). And machine wash at 60°-90°C with separate ordinary detergent, in no way should it be mixed with other lingerie.

Next, a series of recommendations are developed in two aspects that must always be kept in mind in these types of situations, such as cleaning procedures and information management. In any case, it will be necessary that these recommendations are compatible at all times with the official protocols determined in each situation and will be supervised by the prevention services.

First, the cleaning programs for all spaces should be reviewed to ensure that the disinfection process of potentially contaminated surfaces (everything that people routinely touch: buttons, knobs, doors, railings, counters, taps, etc.) is done appropriately and as often as possible according to the available means.

The same recommendations should be applied to the cleaning of rooms, avoiding in this case possible risks of cross contamination between different rooms due to the use of the same materials without their prior disinfection.

It is convenient to ventilate / ventilate common spaces and rooms as much as possible.

It is also recommended to have disposable cups for cleaning / mouthwash and to provide disinfecting gel in the rooms.

Regarding individual protection measures, we recommend the use of disposable gloves in each room and that the uniform be changed / cleaned daily.



The disposable material used by the sick person (handkerchiefs, masks, glasses, etc.) will be disposed of by placing them in a plastic bag that closes hermetically and will be disposed of together with the normal garbage.

When the sick client leaves the room permanently, all the toilet facilities (amenities, toilet paper rolls, facial tissues, etc.) must be removed and replaced and discarded.

Proper cleaning and subsequent disinfection with freshly prepared sodium hypochlorite solution in a concentration of 1/1000 (25 c.c. of lye in one liter of water), or any other chemical product valid for this task. Always use disposable paper for cleaning.

Have a special care in cleaning toilets and high contact surfaces such as cranks, switches, telephones, thermostats, television or air conditioning control knobs, tables, etc.

República Dominicana

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