

TRUMP®
INTERNATIONAL HOTEL
WAIKIKI

Health & Safety Plan



Introduction

Caring for the safety and well-being of our associates and guests is Trump International Hotel Waikiki's top priority. Our plan provides fact-based information, best practices and resources to keep our associates and guests safe while operating our hotel. The plan summarizes Trump Waikiki's health and safety practices, including:

- General Workplace Safety Requirements
- Social Distancing
- Hand Hygiene
- Personal Protective Equipment
- Summary of Cleaning & Disinfection Protocol
- Summary of Guest Safety Procedures
- Associate Responsibilities & Requirements
- Training

We will continue to be vigilant by following guidance from the U.S. Centers for Disease Control and Prevention (CDC) and local and state authorities.

General Workplace Safety Requirements

The following have been implemented to protect our associates and guests.

- **Safety & Sanitation** – Trump Waikiki has increased the frequency of cleaning and sanitizing with regular focus on high traffic and high touch areas in both the front and back of house.
- **Training** – All associates and managers are required to complete training on COVID-19 safety and sanitation protocols.
- **Partitions** – Plexiglass partitions have been added to guest facing areas.
- **Hand Hygiene** – Regular reminders regarding the importance of frequent and proper hand washing with soap and the use of sanitizer when a sink is not available.
- **Social Distancing** – Associates are reminded to practice social distancing by standing at least six feet away from others whenever possible. This includes during pre-shift meetings and staggering associate arrival times to minimize traffic volume for larger departments.
- **Communication** – Management team provides constant communication about hotel actions and efforts regarding guest and associate safety.
- **Hand Sanitizer** – Hand sanitizer dispensers, touchless whenever possible, have been placed at key guest and associate entrances and contact areas such as the driveway, reception area, hotel lobbies, restaurant and lounge areas, meeting spaces, elevator landings, pool and fitness center as well as time clock locations.
- **Front and Back of the House Signage** – Health and hygiene reminders have been placed throughout the property to include but not limited to hand hygiene, the proper way to wear, handle and dispose of masks, use and dispose of gloves and to avoid touching the face and eyes.



Social Distancing Protocol

The following is a summary of general social distancing guidelines.

- All individuals are advised to practice physical distancing by standing at least six feet away from other people.
- Lobby seating areas, dining and conference rooms, offices and other hotel layouts have been arranged, where possible to ensure appropriate distancing.
- Floor dots for guests and associates to gauge where to stand in potentially congested areas, such as queueing in the lobby, should be in place where appropriate and feasible.
- During peak times, a Lobby Ambassador may be utilized to encourage social distancing and allow flow of traffic.

- Food & Beverage outlets have reduced or reconfigured seating, where possible, to allow for a minimum of six feet of separation between each seated group/ party of guests. Self-serve buffet style food has been suspended and replaced with alternative service styles.
- Meeting and banquet set-up arrangements will allow for social distancing between guests.
- Pool seating, where possible, has been configured to allow for at least six feet of separation between groups of guests.
- Associate dining room, uniform control area, training room, shared offices and other high-density areas also follow social distancing protocols.
- Limitations or restrictions for maximum occupancy of a particular area set by the certificate of occupancy will be strictly adhered to, as determined by current local and state guidelines.
- If a meeting is necessary, it will be held in an open, well-ventilated space with appropriate social distancing among participants.



Hand Hygiene

Associates are required to wash their hands frequently with soap and water for at least 20 seconds, especially:

- After blowing one’s nose, coughing or sneezing
- Before, during and after preparing food
- Before and after using the restroom
- After touching garbage
- Before and after the associate’s shift
- Before and after the associate’s breaks
- After touching objects that have been handled by customers
- After touching an animal, animal feed or animal waste
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- Before and after treating a wound
- After changing diapers or cleaning up a child who has used the toilet

Associates follow CDC guidance for “Correct Hand Washing Procedures”.

When soap and water are not readily available, associates should use an alcohol-based hand sanitizer that contains at least 60% alcohol.

Personal Protective Equipment (PPE)

Appropriate PPE will be worn by all associates based on their role and responsibilities and in adherence to state or local regulations and guidance. Trump Waikiki provides training on how to properly use and dispose of all PPE.

- All associates are provided a mask and required to wear that mask while on property.
- All associates are required to wear gloves and face masks when performing all cleaning and sanitation tasks.
- All associates are required to wear gloves when handling or preparing food.
- Gloves will also be available to any associates whose responsibility requires them to have direct contact with guests such as Security officers, Valet attendants and Bell/Door team members.

All stocks of PPE are stored in a way that protects them from possible contamination.

Summary of Cleaning & Disinfection Protocol

All areas of the hotel will be cleaned and disinfected according to the CDC “Detailed Guidance for Disinfecting Facilities”, with increased focus on hard surfaces and high touch surfaces such as tables, doorknobs, light switches, phones, etc.

Trump Waikiki uses only U.S. EPA (United States Environmental Protection Agency) registered disinfectants that are approved for use against coronavirus (COVID-19).

Summary of Guest Safety Procedures

The following are the minimum requirements to maintain the safety of our guests and associates.

Guest Arrival

- Signage is prominently placed at the entrance of the hotel and other strategic locations outlining proper mask usage and advising guests to practice social distancing, standing at least six feet away from other groups of people not traveling with them when in queue, using elevators or moving around the property.
- Guests are provided disinfected room keys.
- Guests are presented with a letter from the General Manager to inform them of hotel safety actions and efforts as well as instructions for safety procedures to be followed while on property.
- “Guest Sanitation Amenity” including hand sanitizers are presented to guests as a welcome amenity.



Valet

Valet associates shall wear clean gloves, masks and have a plastic liner to place on the seat. It is also recommended that associates should keep the window of the car open, when possible, to allow for additional ventilation.

- Car doors shall continue to be opened by gloved associates upon arrival and departure.
- Luggage assistance will be offered to every guest, but not automatically provided as some guests may choose to keep their luggage with them.
- The bell cart will be sanitized before and after each guest is assisted.

PPE for Guests

- The following PPE will be available for guests: face masks, gloves and hand sanitizer.
- Locations for distribution are to include but not limited to:
 - Main Hotel Entrance
 - Guest Reception & Concierge Desks

Hotel Guest Elevators

- Button panels are sanitized regularly.
- Maximum number of occupants allowed in the elevator at any one time should be no more than four persons.
- Signage is posted on the outside of the elevator to explain the current procedure.
- A hand sanitizer station is placed next to all lobby level elevators.

Public Spaces and Communal Areas

- Hand sanitizer stations are placed in strategic locations throughout the hotel and public areas and well maintained.
- The frequency of cleaning and sanitizing has been increased in all public spaces with emphasis on all “high touch” surfaces including, but not limited to:
 - Guest Reception Counter
 - Bell Desk

- Elevators and elevator buttons
- Door handles
- Public lavatories
- ATM
- Stair handles
- Fitness Center equipment
- Dining surfaces and seating areas

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 and temperature panels
 - Light switches
 - Alarm clocks
 - Luggage racks
- A framed “Designed for Luxury with Peace of Mind” card is placed in a visible location to reassure guests of sanitation measures taking place during daily maid service.
- Turndown service is suspended until further notice.
- Linen and terry continue to be washed at a high temperature and in accordance with CDC guidelines.
- When delivering guest items, associates must wear clean gloves.
- Desk stationery, paper pads and pens are removed from the guest rooms, but available upon request.
- All printed collateral including Guest Directory, books and magazines are removed from rooms. Guest Directory and In-Room Dining Menu can be accessed via QR code indicated on the welcome letter from the General Manager.
- Single-use printed newspapers will be available at the Front Desk based on availability.
- Extra blankets and pillows are removed and only available upon guest request.
- Coffee mugs and cups are replaced with individually wrapped to-go hot beverage cups.
- Bathroom glasses are replaced with individually wrapped plastic cups.



Pool

- Chaise lounge chairs are set at a minimum of six feet apart to accommodate social distancing.
- Capacity has been reduced to 50% of the maximum allowable number of occupants.
- Social distancing reminders are provided.



Fitness Center

- The layout of equipment has been reconfigured to allow for six feet of space in between machines.
- Disinfecting wipes containing at least 60% of alcohol are available for guest use.
- Hand sanitizer station is posted at the entrance of the Fitness Center.

Spa

- Until further notice, Spa remains closed.

Business Center/ Library

- Internet stations and equipment are sanitized regularly.

Restaurant & Lounge *Currently Closed*

- Restaurant and lounge area have been reconfigured to allow for appropriate social distancing.
- Signage is placed at entrances to remind guests of hand hygiene.
- Self-serving dining options have been suspended until further notice.
- Napkin service has been suspended and table setting was replaced with rollups.
- Tableside presentations have been suspended.
- All food and beverage items will be placed on the table or counter instead of being handed directly to a guest.

In-Room Dining

- Guests may view the menu on their own devices via QR code provided upon arrival.
- In-Room Dining Breakfast Pre-Order Door Hangers are suspended until further notice.
- Associates must wear clean disposable gloves when handling all items related to guest order.
- One-time disposable dishware is being utilized for the time being.

Associate Responsibilities & Requirements

Trump Waikiki has taken many steps to create workplace where people feel comfortable performing their jobs safely. The associates of Trump Waikiki are vital to maintaining a safe workplace. All associates are responsible for:

- Practicing social distancing by maintaining a distance of at least six feet from all other persons
- Wearing required personal protective equipment
- Maintaining good hand hygiene by washing their hands or use sanitizer when a sink is not available
- Avoid touching eyes, nose and mouth
- Cover your mouth when coughing or sneezing
- Ensuring all cleaning and disinfection protocols are followed in their department
- Cleaning and disinfecting all shared equipment when that equipment transfers from one associate to another and when it is done being used for the day

Training

For the wellbeing of our associates and guests and to prevent the spread of COVID-19, all Trump Waikiki associates are trained on the workplace requirements and expectations with particular emphasis on the new safety and sanitation protocols.

All associates must receive training and sign off that they understand the expectations regarding the protocols.

- Signs & Symptoms of COVID-19
- Social Distancing
- Hand Hygiene
- Personal protective Equipment Mandates
- Cleaning & Disinfection Protocols
- Associate Responsibilities to Protect Themselves and Others
- Daily Self-Screening Protocols

