

NEMACOLIN HEALTH & DISINFECTION PROGRAM

Nemacolin Woodlands Resort is closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes, as necessary or appropriate, to the following protocols and procedures.

NEMACOLIN HEALTH & DISINFECTION GUIDELINES

In order to be able to recover, reopen and continue to safely operate Nemaocolin Woodlands Resort:

1. The resort will reopen with a reduction in occupancy, have physical distancing measures in place, utilize temperature checks, and temporarily limit the size of gatherings. All guests and associates will wear face masks or face shields until further notice.
2. The resort will meet minimum government recommendations and benchmarks, slowly beginning to expand occupancy, restaurants, retail, activities and spa, with extensive safety measures in place.
3. The leadership will monitor the data regularly. As a private resort, the right is reserved to execute independent and best practices by increasing or decreasing margins for the health and safety of resort guests and associates and to foster business and operations protocols.

Nemacolin Woodlands Resort Program

1 Associate & Guest Health

The health and safety of our associates and guests is our highest priority.

Thermal Temperature Checks. Points of entry will be limited to allow the resort's security team to conduct non-invasive temperature checks utilizing a thermal temporal device. Anyone displaying a temperature over 100.0°F¹ will be taken to a private area for a secondary temporal temperature screening. Associates or guests confirmed to have a temperature over 100.0°F will not be allowed entry to the property and will be directed towards appropriate medical care.

Physical Distancing. Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, while standing in lines, while using elevators, or when moving around the property. Restaurant tables and other physical layouts will be arranged to ensure appropriate distancing. Associates will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other associates whenever possible. All resort outlets will comply with, or exceed, local or state-mandated occupancy limits.

Wearing Masks. At this time and until further notice, all staff will wear face masks or face shields. Masks will be required for all guests of the resort when in communal, public spaces.

Hand Sanitizer. Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and associate entrances and contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, meeting and convention spaces, elevator landings, pools, salons and exercise areas.

Front-of-the-House Signage. There will be health, hygiene and distancing reminders throughout the property.

Back-of-the-House Signage. Signage will be posted throughout the property reminding associates of the proper way to wear, handle and dispose of masks, use gloves (when deemed appropriate by medical experts), wash hands, sneeze, and to avoid touching their faces.

Associate & Guest Health Concerns. Associates have been given clear instructions on how to respond swiftly and report to human resources all presumed cases of COVID-19 on property. The resort will be ready to provide support to our guests. Associates have been instructed to stay home if they do not feel well, and they are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Associates and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (associates) or hotel security (guests).

¹ <https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>

2 Associate Responsibilities

Nemacolin Associates are vital in assisting with and taking responsibility for executing effective disinfection and health protocols.

Hand Washing. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Nemacolin associates have been instructed to wash their hands—or use sanitizer when a sink is not available—every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving their work station, going on break, and before or after starting a shift.

COVID-19 Training. All associates will receive training on COVID-19 safety and disinfection protocols with more comprehensive training for our teams with frequent guest contact, including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Security.

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. Training on how to properly use and dispose of all PPE will be mandatory. Every associate entering the resort will be provided a mask and required to wear that mask while on property. Gloves will be provided to associates whose responsibilities require them to be worn, as determined by medical experts, including housekeeping and public area attendants and security officers in direct contact with guests.

Daily Huddle & Timekeeping. Associate huddle meetings will be held in areas that allow for appropriate physical distancing between associates. Larger departments will stagger associate arrival times to minimize traffic volume in back-of-house corridors and service elevators. Hand sanitizer will be available at each timeclock location, and associates will be expected to sanitize their hands after clocking in. The management team will ensure constant communication and that proper PPE and disinfection procedures are followed and updated regarding the latest expert guidance.

3 The Guest Journey

Guest Arrival

A welcome gate or security officer will greet each visitor to the resort. Visitors will be screened using a temporal thermometer and asked to wear a mask (provided by the resort, if needed). Appropriate distancing should be exercised by guests and associates.

Guest Arrival, Valet and Shuttle service

- a) Guests will be welcomed at hotel front desks by associates who will assist with a brief and distanced check-in process.
- b) Guests requesting bell service will be assisted, and the bell cart will be disinfected after each guest is assisted.
- c) At this time, valeted car service is not available. If guests require assistance, they are welcome to speak with a doorman upon arrival.
- d) Shuttle services are available across property. Due to social distancing, the number of riders on shuttles will be reduced until further notice. Masks are required on guest and associate shuttles, and drivers will be responsible for frequent disinfection of contact surfaces.

Guest Disinfection Amenities

- a) At this time, guests will be expected to wear a mask in all common areas, public spaces and when social distancing is not possible. If not doing so, guests may be asked to comply with the resort's current protocols and procedures.
- b) Hand sanitizer stations will be positioned in common areas throughout the resort.

Hotel Guest Elevators

- a) An associate will disinfect the button panels at regular intervals.
- b) Signage will be posted to explain the current procedures.
- c) No more than four guests will be permitted per elevator.

4 Cleaning Products and Protocols

Our hotels use cleaning products and protocols which meet EPA guidelines² and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. 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 disinfecting has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, and stair handrails, gym equipment, dining surfaces and seating areas.

Guest Rooms. Industry leading cleaning and disinfecting protocols³ 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.

Laundry. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

Back of the House. The frequency of cleaning and disinfecting will also increase in high-traffic, back-of-house areas with an emphasis on the associate dining rooms, associate entrances, uniform control rooms, associate restrooms, loading docks, offices, and kitchens.

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

Room Recovery Protocol. In the event of presumptive case of COVID-19, the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced disinfection protocol.

² <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

³ <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

5 Locations for the Distribution of Personal Protection Equipment (PPE)

Front of the House	Back of the House
Resort Entrances & Exits Registration & Concierge Security Check Point	Associate Entrances Department Specific Locations, including Kitchens, Security Housekeeping

6 Physical Distancing

Throughout the resort, we will meet or exceed state and local health authority guidelines on proper physical distancing.

Queuing. Any area where guests or associates queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, retail shops and casual dining.

Hotel Front Desk, Business Center and Concierge. Agents will utilize every other workstation to ensure separation between associates whenever possible.

Shuttles. Due to social distancing, the number of riders on guest and associate shuttles will be reduced until further notice.

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.

Meeting and Convention Spaces. Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC⁴ and state recommendations.

Back of the House. Physical distancing protocols will be used in the associate dining rooms, uniform control areas, shared office spaces, Fatbird dining, Vibe dining and other high-density areas in order to ensure appropriate distancing between associates.

⁴ <https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-ready-for-covid-19.html>

ENTRY SCREENING & CASE REPORTING PROTOCOLS

7 Entry Screening

Non-invasive thermal temperature checks will be placed at every entry point to the resort. Any person displaying a cough, shortness of breath, or other known symptoms of COVID-19 or a temperature above 100.0°F will be discreetly offered a second screening.

Secondary Screening

- a) The visitor displaying an elevated temperature will be escorted to a designated, private and isolated area and provided with PPE. If no isolated area is available (i.e. at an exterior health checkpoint) the 2nd temperature check should be completed out of the view of others, if possible.
- b) A security officer using appropriate PPE (including latex gloves, an N95 mask and eye protection) and a temporal thermometer will record a second temperature.
- c) If a visitor refuses secondary reading, they will be denied entry to the property and provided a COVID-19 information card.

8 Visitors with elevated temperature

- a) If the secondary reading confirms that the visitor has a temperature above 100.0°F, the visitor will be denied entry** to the property, be directed towards medical care, and provided with resources and recommendations based on CDC and local health authority guidelines.
- b) A security officer will collect basic visitor information including name, names of room shares and close contact guests in their traveling party and ID (i.e. driver's license or associate ID). The supervisor will then make initial observations for the known symptoms of COVID-19 including cough, fever, and shortness of breath.
- c) **If a visitor refuses to provide information to cooperate with Security, the visitor will be denied entry to the property. Security director will be notified of any event of denial 24 hours a day prior to escorting guest off property.

In-House Resort Guests

If a current hotel guest is deemed to have an elevated temperature and is not in medical distress, the guest will be offered the opportunity to return to their room and gather their belongings before transportation is arranged.

If a guest requests to return to their room:

- a) A security supervisor will be called to escort the guest for the remainder of the process.
- b) The guest will be provided appropriate PPE (if not already wearing) and escorted directly to their room.
- c) The security supervisor will control the elevator to ensure no other visitors use the same cabin.
- d) The security officer will notify PAD and the elevator will be returned to service only after properly disinfected by PAD.
- e) The security officer will notify the hotel manager on duty to identify the room and not permit access until medical clearance is given and/or the room is properly disinfected.

If the guest does not return to their room:

- a) The security officer will notify the hotel manager on duty to identify the room and not permit access until proper medical clearance is given and/or the room is properly disinfected.
- b) The guest's belongings will remain in the room until security can arrange for the safe removal and storage of the belongings.
- c) Hotel management will determine the best course of action to handle the outstanding folio on a case-by-case basis.
- d) Guests who have previously displayed an elevated temperature may NOT return to the resort until they have been medically cleared. Once proper medical clearance is given, they may return to their room (if still checked-in).

If the Guest with an elevated temperature is sharing the room or has had close contact with other visitors:

- a) The security supervisor will determine the room shares and close contact with any guests traveling with the elevated-temperature guest. The full protocol will be followed, beginning with a secondary screening for all close contacts.
- b) CDC guidance will be followed on required isolation or quarantine procedures for close contacts, as appropriate. If the other visitors do not test positive for a temperature of over 100.0 F, the guest will be advised to follow CDC guidelines.

Transportation of possible infected guest.

- a) If the visitor has their own vehicle, the visitor may leave in their own vehicle. Security should follow the vehicle until it leaves property.
- b) If the visitor does not have their own vehicle, they must depart in the manner in which they arrived to the appropriate medical care facility, as directed by the CDC and local health authorities.
- c) Visitors who are displaying the symptoms of COVID-19 should NOT be directed to use public transportation, taxis, Uber, Lyft or other shared transportation options.
- d) Fayette County EMS may be contacted for a call for service and advised that they should utilize a COVID-19 protocol(s).

Internal Reporting

- a) Security will prepare an MS Shift incident report with the information as explained in this process to include, names of parties involved, temperature readings, room number, PPE used by the security team, how the patient left property and their destination for medical care if known.
- b) The incident report will be updated as new information is available and when/if the visitor returns to property.
- c) The report will be submitted to the head of Crisis Management.

***Questions or comments about
Nemacolin Woodlands Resort's Health and Disinfection Program
guidelines can be directed to (724) 329-6176.***