



## OUR COMMITMENT & ASSURANCE



## Our Commitment & Assurance at The Tryall Club

The Tryall Club's (The Club), Commitment and Assurance to the safety of our Team Members, Guests and Home Owners, is contained in this document through the general measures we are taking for the reopening of operations and that will insure a clean and safe environment.

All our reopening protocols are based on 2 Foundations:

<b>Physical/ Social Distancing</b>	<b>Hygienic and Cleanliness</b>
<p>A set of protocols being taken to mitigate the spread of COVID-19 by maintaining a physical distance between people while on property. This minimum safety distance between Guests and Villa and Team Members will minimize direct contact in day-to-day interactions.</p>	<p>A set of protocols created to ensure the cleanliness and sanitation of our operations, minimizing any risk of infection. These protocols will span across interactions and operations of our Guests, Homeowners, Team Members, suppliers and other visitors to the Club. We will control and measure their application through training, monitoring and audits.</p>
<ul style="list-style-type: none"><li>• Our Team Members, Homeowners, Guests and groups of Guests or families must maintain a minimum safety distance of six (6) feet between them.</li><li>• Tables, chairs, stools and sunbeds must also have a minimum safety distance of six (6) feet between them and may only be closer when they are a family or a group travelling together.</li><li>• Marks will be placed in some places public on the floors, to delimit the place where persons must wait for a service or stand in line, to avoid crowds and ensure the physical space between them.</li></ul>	<ul style="list-style-type: none"><li>• Certifying institutions, related to general and specific hygiene, endorse our policies and procedures. We will ensure that they are being executed correctly, through training, monitoring and audits.</li><li>• All Team Members must use personal protective equipment according to their functions and obligations.</li><li>• The most frequent touchpoints were identified, and procedures were developed to ensure their cleanliness. Such as door handles, hard surfaces, among others. Frequency times have been established according to each location.</li><li>• Our Team Members' work tools will be disinfected before and after every use.</li></ul>

These two foundations are considered in all the standards that promote Our Commitment & Assurance. They are based on the best disinfection methods available, including Government regulations and the experience of our executives. This document will be updated as new protocols and best practices are recognized and with renewed Government regulation changes.

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## General Measures

- As part of our protocols, we have a No Touch Greeting, to avoid physical contact with Guests, Club Members and Team Members.
- Inform Guests of the COVID-19 safety protocols and how to get more information should they require it.
- Guests, Club and Team Members are required to wear face masks in all public/ common areas.
- Team Members undergo daily temperature checks at the property entrance and exit, additionally; random temperature checks are taken during the shifts.
- Preventive measures are being incorporated from start to finish. From the moment Guests make their reservation; we give them recommendations for their transfer prior to arrival at The Club, during their stay and until their departure.
- Signage will be placed promoting the most common sanitation practices, such as hand washing, avoiding touching your face, physical/ social distancing and the measures the Club is taking for the safety of Guests, Club Members and Team Members.
- There is a Nurse on property from 9AM to 5PM in the summer months and 9AM to 11PM during the high occupancy months and available 24 hours EMED ambulance service for Guests, Club Members and Team Members.
- All our Team Members have and will receive extensive training related to physical/ social distancing, hygiene, cleaning and disinfection.
- There are clear procedures for the detection and action of possible COVID-19 cases.
- Our Team Members will promote physical/ social distancing with Guests and Club Members for their own safety.
- All equipment and devices will be examined prior to reopening, to ensure maximum efficiency and operation according to standards. Such as HVCA systems, air conditioners, firefighting equipment, etc.
- General facilities will be cleaned and disinfected prior to reopening, including offices and back of the house.
- The chemicals we use for cleaning and disinfection are approved by certifying institutions.
- Ensure that all Team Members wash their hands at least every thirty (30) minutes.
- Sanitizing gel dispensers were placed in the most frequently used areas by Guests, Club Members, Team Members and visitors. We encourage the use of hand washing or sanitizing with our Team Members and our Guests.
- Daily logs and records of everything related to cleaning and disinfection will be kept.
- Each department Manager will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in the relevant departments or each villa.

## Health and Safety Risk Committee

- Establish mechanisms to gather the information for data-driven decision making, in consultation with the relevant authorities.
- Carry out an evaluation of those measures and draw conclusions.
- Design the necessary protection measures, included in a contingency plan.
- Ensure that Team Members receive adequate information and training for the implementation of the contingency plan.

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- Implement the contingency plan if required, based on the size and complexity of the business and supervise its compliance, assessing its effectiveness.
- Modify the contingency plan if necessary, based on the demonstrated effectiveness.

### General Actions by Areas

#### General Safety Precautions: Team Members Best Practices

- All frontline Team Members will be guided by the following Best Practices. This includes Airport, Guest Services, Front Office and Bell Desk.
- As we prepare for the potential spread of the COVID-19 virus, there are some precautions that our Front-Line Team Members will take to improve our Guest's, Club and Team Member's health and safety.

#### Team Members

- Displaying flu-like symptoms should **not** report to work. Instead they should immediately seek medical attention.
- Team Members are educated on the most common signs and symptoms of the coronavirus infection, which are fever, dry cough, and shortness of breath. Once a Team Member or Guest is suspected of having any of these signs, the nurse should be contacted immediately.
- Team Members will use their corresponding personal protective equipment in any Guest interaction.
- Team Members will disinfect all Great House Villa keys before they are handed to the Guest and upon receiving them.
- Team Members will wash or sanitize their hands after each Guest interaction.
- Team Members should hand nothing directly to the Guest when possible; it will be left on the desk for the Guest to take.
- Team Members should cover their mouths and noses with a tissue or use the crook of their arm when they cough or sneeze. Tissues must be placed in the bin immediately and hands must be washed afterwards.
- Team Members should avoid close contact with people who have symptoms of the coronavirus.
- Team members should wash hands often with soap and water for at least twenty (20) seconds, especially after being in a public area. If soap and water are not readily available, use a hand sanitizer with at least 60% alcohol.
- Team Members should avoid touching their eyes, nose and mouth with unwashed hands.
- Team Members will practice physical/ social distancing by standing at least six (6) feet away from Guests and other Team Members.
- Front of House Team Members will post signage to remind Guests wear masks in common areas and to wash hands with soap and water frequently, for at least twenty (20) seconds.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### **General Safety Precautions: Cleaning and Disinfecting Practices**

- It will be vital that Guests are provided with confidence that they are staying in as risk free a property as much as possible.
- Cleaning and disinfecting objects and surfaces, especially those that are frequently touched (such as doorknobs, handles, tabletops, etc.) can help prevent the spread of COVID-19.
- High touch areas need to be cleaned frequently. Every hour, disinfectants should be applied to the counters, phones, doorknobs, credit card machines, and all other interactive surfaces in the Front of House areas. This will include but is not limited to the Bell Desk, Games Room, Front Office and Guest Services counters.
- Front desk staff sanitize the business center and back office touch points after each use.
- Team Members will use disposable disinfectant wipes to sanitize all the surfaces between Guests visits.
- Alcohol-based hand sanitizer that contains at least 60% alcohol will be provided in all Guest contact areas and to all Team Members.
- Each time a Guest leaves the Front Desk/ Guest Services Office disinfectant should be applied to the counters, doorknobs, and all other areas of contact.

### **Reservations**

- Prior to arrival Guests will be informed of on property protocols, both throughout The Club and while staying in their villa.
- This will ensure that Guests know about our preventive measures, as well as sharing suggestions for their transfer before they arrive at The Club.
- Reservation Team Members to wear face masks in the office when necessary with a hand sanitizing station inside the office.
- Reservations door will be closed to visitors, with a bell placed on the outside so that a Guest can ring and be allowed access or will be met outside the door by a Reservation Team Member.
- Reservation Team Members will meet with a Guest outside the reservation office to book reservations; Team Members and Guest must wear a mask during these meetings.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### **Guest Registration and Check-out**

- During orientation, Team Members will practice physical/ social distancing by standing at least six (6) feet away from the Guests.
- Inform Guests of the COVID-19 safety protocols and how to get more information should they require it.
- Guests, Club and Team Members are required to wear face masks in all public/ common areas.
- Orientation time should be kept to a minimum of ten (10) minutes.
- Guests will be encouraged to email all paperwork prior to arrival to avoid/ minimize the exchange of documents on arrival.

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- For credit card pre-authorizations, the Team Member will ensure to sanitize hands before and after using the credit card
- After orientation, Team Members must wash their hands or use hand sanitizers before returning to their respective workstations.
- On departure after the Guests have signed their final bills and paid with their credit card, Team Members must sanitize their hands immediately after completing the process.
- If the Guests requests to view receipts, after they have done this and returned the bills, they must be place in a bag for storage.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### **Airport Arrival**

- On arrival to desk #20 our airport Team Member will greet the arriving Guests. The airport Team Member will avoid all physical contact with all Guests and there will be no exchanges of handshakes.
- The Team Member will be wearing a face mask, will have hand sanitizer at their disposal, and will practice physical/ social distancing by standing at least six (6) feet away from Guests.
- Guests, Club and Team Members are required to wear face masks in all public/ common areas.
- The Team Member will have the arrival sheet on hand to reconfirm Guest arrival details. That includes the name, villa, number of Guests, pieces of luggage, and total transfer cost. This eliminates Guests signing the transfer vouchers at the airport.
- The Team Member will check and record the Guests' temperature using the handheld thermometer provided.
- Inform Guests of the COVID-19 safety protocols and how to get more information should they require it.
- After conducting this process, the Team Member will call the porter who will be taking the Guests' luggage to the bus.
- After the luggage is packed on the trolley, the Team Member will escort the Guests to their waiting private transfer. During this process, physical/ social distancing will be maintained by staying six (6) feet away from each other.
- Team Members should not touch any items belonging to the Guests.
- After introducing the Guests to their driver, the Team Member will return to desk #20 and conduct a thorough sanitization of the workstation.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### **Guest Transportation - Transfer to The Tryall Club**

- Ensure that transportation carriers, implement hygienic and sanitization measures, as well as ensuring that the carriers themselves keep the shuttles clean and disinfected, before the Guests board, during their journey and at the end of their trip
- Vans, buses, and limousines are to be equipped with garbage bins. Cars are to have disposable garbage bags.
- Drivers are to wear face masks and disposable gloves during the transfers and carry first



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aid kits to be onboard.

- After receiving the Guests from the airport Team Member, the driver will introduce himself and there will be no exchanges of handshakes.
- Transport must have hand sanitizing gel for the Guests.
- Guests are required to wear face masks and sanitize hands at the beginning of the transfer.
- Vans/ buses as per TPDCo guidelines are to reduce the number of passengers to seventy percent (70%) of total seating capacity to allow spacing between persons, for example, 15 seaters to carry 10; 5 seaters to carry 3. Passengers must always be seated to maintain physical/ social distancing.
- Complying with COVID-19 protection standards, Guests' luggage will be stowed in the bus by the airport porter, while the driver will not handle luggage.
- The doors of the transport will be opened and closed only by the driver of the transport.
- All Igloos must be sanitized before and after use.
- The driver will issue water to the Guests from his igloo if needed. The water will be placed before the Guest so they can take their individual water from the igloo.
- The driver will transport the Guests to The Club and must call the Front Desk to inform them of his location once he reaches the town of Hopewell.
- The driver will proceed directly to the villa, where the villa staff will unload the luggage from the bus.
- After the luggage has been removed and the driver has checked the bus to ensure it is cleared of all Guest contents, the drivers must disinfect the entire bus and wash or sanitize his hands.
- Practice routine cleaning and disinfection of frequently touched surfaces, such as steering wheels, door handles, levers, and control panels. Key times for cleaning include:
  - At the beginning and end of every shift.
  - After anyone else uses their vehicle.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this area.

## Guest Registration/ Orientation

### At the Villa

- After the driver has called to inform the Front Desk he is in Hopewell, the Team Member will proceed to the villa.
- The Team Member will complete the registration and the orientation with the material to be presented to the Guests and the credit card machine, along with any outstanding registration documents which were not submitted prior to arrival. Team Members will be wearing their masks; they will be equipped with hand sanitizers and will practice physical/ social distancing by standing at least six (6) feet away from Guests.
- Guests are required to wear face masks in all public/ common areas.
- Orientation time should be kept to a maximum of ten (10) minutes.
- If credit card pre-authorization should be done, the Team Member will ensure to sanitize hands before and after using the credit card and handing it back to the Guest.

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- Nothing will be handed directly to the Guest when possible; it will be left on the desk for the Guest to take, except for the use of a credit card.
- After orientation, Team Members must wash their hands or use hand sanitizers before returning to the Front Desk.
- Any document taken from the Guest must be placed in an individual file folder.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### **At the Front Office for Great House Condos (Only)**

- In the event that the check-in process will be conducted at the Front Desk, there should be no more than three (3) couples or six (6) persons in the Front Office at any given time.
- In the reception and lobby, the places where Guests will queue will be floor marked, maintaining a space between Guests or families. Guests will be advised to wait in the distance circle in order to aid with physical/ social distancing measures.
- Guests are required to wear face masks in all public/ common areas.
- If there are more than six (6) persons waiting to be checked in, they will be asked to wait in the Great House where a Team Member will be sent to conduct the check-in process.
- The Team Member will be wearing a face mask, will have hand sanitizer at their disposal, and will practice physical/ social distancing by standing at least six (6) feet away from the Guests.
- The Team Member will be equipped with the orientation material to present to the Guests and the credit card machine along with any outstanding registration documents that were not submitted prior to arrival
- Orientation time should be kept to a maximum of ten (10) minutes.
- Inform guests of the COVID-19 safety protocols and how to get more information should they require it. If credit card pre-authorization has to be done, the Team Member will ensure to sanitize hands after using the credit card and handing it back to the Guest.
- After orientation, Team Members must wash their hands or use hand sanitizer before returning to their respective workstations.
- Any document taken from the Guest must be placed in an individual file folder.
- The Front Office and Great Room will be strategically equipped with hand sanitizer dispensers with signage such as “We care about your Health. Please sanitize your hands.”
- Both areas will be thoroughly sanitized by the housekeeping department as soon as the Guests have left the area.
- Guests will be encouraged to use their own pens but if not, pens will be provided and pens used by Guests will be disinfected after each use.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### **Great House Villa Suite Check-In**

- Whenever the Bellman is required to provide assistance with checking Guests in the Great House Villas, he must ensure the housekeeper is ready and waiting at the villa to receive the Guests.
- If villa keys are retrieved from the Front Office, they will be disinfected before they are handed to the Guest.

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- Nothing will be handed directly to the Guest when possible; it will be left on the desk for the Guest to pick up.
- When escorting the Guest to their room, the Bellman will maintain the physical/ social distance from the Guests.
- Upon arrival to the room, the Bellman will not enter the bedroom, explaining the basic points of the room (safe, TV & AC remote, etc.) from the living area and the housekeeper will do the rest.
- Bellmen and Front Office Team Members will wash or sanitize their hand after the interaction.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Guest Check-out

- On the day before departure, the Front Office Team Members are required to email the bills to the respective Guests after they have been thoroughly analyzed.
- Sending printed bills to the villas in envelopes will be eliminated as much as possible.
- Once the email is sent, the Front Office Team Members should call the Guest and advise them to expect the email.
- The Guests will be advised that the current amount which will be charged to their credit card left on file and alerted that if other charges are made before they depart, the amount will be charged as well.
- Guests will be advised to respond to the email confirming receipt and to call the Front Office should they have any queries.
- The Team Member will charge accordingly and email a copy of the credit card receipt to the Guests.
- If the Guest decides to settle with a different credit card than the one on file, it will not be recommended for them to take the card physically to the desk. They will be connected to the Front of House Manager who will take the credit card details over the phone and process the payment, with all the proper forms completed for the process.
- If the Guests must physically visit the Front Desk to settle their bills, the Team Member and the Guest must be wearing face masks and they must maintain physical/ social distancing by standing at least six (6) feet away from each other.
- After the Guests have viewed their receipt and folios and signed off, the Team Member will place them in a bag for storage.
- The Team Member will wash or sanitize their hands immediately after completing the process and thoroughly sanitize the entire workstation.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Airport Departure Assistance

- Airport Team Members will avoid all physical contact with all Guests and both are required to wear masks.
- When the Guests have reached the airport, the airport desk Team Member will practice physical/ social distancing by standing at least six (6) feet away from Guests.
- Guests will be directed to their respective airline counters or to the kiosk.

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- During this process, the Team Member will not take boarding passes, passports, or paperwork of any kind from the Guest.
- As soon as the Guests have been successfully checked in, they will be directed to the security lines for departure.
- Upon returning to the desk, the Team Member will sanitize their hands and the entire work area.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Cash Transactions at the Front Desk

- If a Guest would like to request cash from their account, they are required to call the Front Desk ahead of time and advise the amount required.
- The Team Member will prepare the cash and the paperwork that the Guest is required to sign.
- Guests will be notified as soon as the cash is ready so they can stop by the Front Desk to retrieve the amount and sign the confirming receipt.
- Team Members will minimize all physical contact with Guest and both are required to wear masks.
- The cash is counted in the presence of the Guest and paperwork is handed to Guest to sign.
- Upon completion of the process, the Team Member will wash or sanitize their hands immediately and thoroughly sanitize the entire workstation.

### Bell Desk

- The Bellmen will have absolutely no physical contact with Guests.
- There will be no Team Members congregating at the Bell Desk.
- The Bell Desk will be equipped with hand sanitizer dispensers.
- Every hour, disinfectants should be applied to the Bell Desk station, phone, and all other interactive surfaces in that area.
- If there happens to be a congregation of Guests at the Bell Desk, this should not violate the six (6) feet of physical/ social distancing.
- If luggage is left at the Bell Desk before a villa is ready, it will be disinfected before transporting it to the villa. It will be transported to the room immediately, therefore avoiding contact with other luggage. A sign will be placed in plain sight of the Guest, explaining the disinfection of their luggage.
- Luggage transport equipment will be disinfected before and after each use.
- The Bellmen will use disposable gloves for luggage handling.
- Bellmen should limit the number of trips made to villas to drop off paperwork and to transport Guests. Guests should be encouraged to use their golf carts.
- Golf carts must be fully disinfected/ sanitized after each use.
- The Bellmen and Guests must wear a face mask during all interaction and wash or disinfect their hands after each interaction.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

## Games Room

- The Games Room will be equipped with hand sanitizer dispensers.
- All Guests using the Games Room will be required to wear a face mask and sanitize hands upon entry.
- There will be a limit of 8 persons accessing the Game Room at any given time.
- Signage will be installed regarding the protocols for the use of the Games Room.
- The Games Room will be thoroughly sanitized by the Housekeeping department after each use.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

## Kid's Club

Hours of Operation:

Sundays to Fridays

Morning 10:00AM - 12 noon

Lunch Break 12 noon - 1:00PM

Afternoon 1:00PM - 4:00PM

**Closed on Saturdays to facilitate deep cleaning**

Limit – 10 Children per session

Ratio – 3 Children to one care giver

Children 5 years of age and younger **MUST** be accompanied by a parent or Nanny.

## General Safety Precautions: Kid's Club Coordinators Best Practices

### Kid's Club Coordinators must

- Communicate with parents and Nannies the importance of keeping children home when they are sick. Sick children should **NOT** access the Kid's Club.
- Check and record temperatures of all children, Nannies, and Team Members using the Kid's Club facilities.
- Notify the Nurse as well as the parents/ guardians if their child begins to show symptoms of COVID-19 while in childcare.
- **Do Not** report to work if they are displaying flu-like symptoms. Instead, they should immediately seek medical attention.
- Be educated on the most common signs and symptoms of coronavirus infection, which are fever, dry cough, and shortness of breath. Once a Team Member, child, or Nanny is suspected of having any of these signs, the Nurse should be contacted immediately.
- Use their corresponding personal protective equipment for all child interaction. When feasible, Team Members, Nannies and children (older than age 2 years) are to wear face masks/ coverings within the facility.
- Disinfect all toys before and after use.
- Wash or sanitize their hands after each child's interaction.
- Cover their mouths and noses with a tissue or use the crook of their arm when they cough or sneeze.
- Place tissues in the bin and immediately wash your hands afterward.
- Avoid close contact with people who have symptoms of coronavirus.

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- Wash hands often with soap and water for at least twenty (20) seconds, especially after being in a public area, or after blowing nose, coughing, or sneezing. If soap and water are not readily available, use a hand sanitizer with at least 60% alcohol.
- Avoid touching their eyes, nose, and mouth with unwashed hands.
- Practice physical/ social distancing by standing at least six (6) feet away from Guests, Nannies, and other Team Members.
- Post signs at entrance and exit regarding face mask requirement, physical/ social distancing, covering cough, minimizing non-essential activities in the community, and frequent hand washing.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Important

- If a Kid's Club Team Member is suspected to have or diagnosed with COVID-19, the childcare worker must remain off work until symptoms are fully resolved and negative laboratory tests have been confirmed.
- The Team Member should consult with and report to the Human Resources Department and local public health unit to determine when the care provider can return to work.

### Registering of Children at the Kid's Club

- The Kid's Club coordinator is responsible for registering all children who are taken to the Kid's Club. Pens and forms should not be shared with parents or Nannies.
- Parents should use their own pens when signing in. If check-in is electronic, provide alcohol wipes that have 60% alcohol in it and clean the screens or keyboards often.
- Suggest families have the same adult drop off and pick up the child each day.
- Pick-up and drop-off of children should happen at the door of the Kid's Club unless it is determined that there is a need for the parent/ guardian to enter the setting.
- At drop-off and pick-up times each family must keep at least distance 6 feet apart. Small groups should take turns with drop-off and pick-up times.
- On a daily basis, the Kid's Club coordinator will use the handheld thermometer to check the temperature of all Nannies and children before they enter the Kid's Club and record the findings on registration sheet.
- If the temperature is equal or greater than 38 degrees Celsius or if any cold or flu-like symptoms or vomiting and/ or diarrhea are displayed, they should **NOT** be allowed to enter the Kid's Club.

### Operations at the Kid's Club

The Kid's Club Coordinators will:

- Ensure the Kid's Club is properly sanitized before and after use.
- Ensure all toys used at the Kid's Club are made of material that can be cleaned and disinfected, (e.g. avoid plush toys).
- Increase the frequency of cleaning and disinfecting objects, toys, and frequently touched surfaces. Frequently touched surfaces are most likely to become contaminated, including doorknobs, light switches, toilet handles, and tabletops, and must be disinfected hourly.
- Perform proper hand hygiene (including assisting children with hand hygiene).

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- Incorporate additional hand hygiene opportunities into the daily schedule. Wash hands often with soap and water for at least twenty (20) seconds.
- Require hand washing per childcare rules. Children and adults should wash hands when they arrive at the childcare, enter the classroom, before meals or snacks, after outside time, after going to the bathroom, after nose blowing or sneezing, and before leaving to go home. Help young children to make sure they are doing it right.
- Reinforce “no food sharing” policies.
- Avoid getting close to the faces of all children, where possible.
- Supervise young children when they use hand sanitizer to prevent swallowing alcohol.

### **Encourage more physical space between children by:**

- Put in place physical/ social distancing within groups. Create space between children and reduce the number of time children are close to each other.
- Spreading children out into different areas by incorporating more individual activities or activities that encourage more space between children.
- Limit the number of children in each program space.
- Plan activities that do not need close physical contact.
- Limit item sharing. If children share items, remind them not to touch their faces and wash their hands after using these items. Younger children should have their own set of items to avoid sharing.
- Remove any items that cannot easily be cleaned and disinfected, including sand or water tables, stuffed animals, and play dough.
- Go outside more and open windows often.
- Do not bring separate groups together for any reason.

### **Outside Play**

- Outdoor play is encouraged in small groups in order to reassure physical distancing.
- Staggering or alternating outdoor playtime.
- Always wash hands right after outdoor playtime.
- Do not use play structures such as climbers or slides. ‘Currently Not in Use’, sign will be put in place.

### **Clean and Sanitize Toys**

- Toys that cannot be cleaned and sanitized should not be used and removed.
- Toys that children have placed in their mouths or that are otherwise contaminated by body secretions or excretions should be set aside until they are cleaned by hand by a person wearing gloves.
- Machine washable cloth toys should be used by one individual at a time or should not be used at all. These toys should be laundered before being used by another child.
- Do not share toys with other groups of infants or toddlers, unless they are washed and sanitized before being moved from one group to the other.
- Set aside toys that need to be cleaned. Place in a dishpan with soapy water or put in a separate container marked for “soiled toys.” Keep dishpan and water out of reach from children to prevent the risk of drowning. Washing with soapy water is the ideal method for cleaning. Try to have enough toys so that the toys can be rotated through cleanings.

### **Transporting Children on the Golf Cart**

- If children must be transported on the golf carts, there must be no more than two (2) persons per row in order to create space between riders.
- Golf carts must be fully disinfected/ sanitized after each use. Clean and disinfect handrails.
- If a child begins to experience symptoms of COVID-19 while attending childcare, it is recommended that:
- The child should be taken to the nurse immediately and the child's parent should be contacted immediately.
- Hygiene and respiratory etiquette should be practiced while the child is waiting to be picked up.
- Kid's Club coordinators and Nannies should be wearing their face masks and should maintain a distance of six (6) feet.
- Tissues should be provided to the child for proper respiratory etiquette, with proper disposal of the tissues and proper hand hygiene.
- Close off areas used by the person who is sick.
- Open outside doors and windows to increase air circulation in the areas.
- Clean and disinfect the entire Kid's Club as well as the isolation area after the sick child has gone home.
- Call and send a report to the Director of Club Operations and Front of House Manger advising of children and staff who become sick during the day.
- Management will allocate a COVID-19 Team Member who is responsible for enforcing these guidelines in this department

### **Management of Children with COVID-19**

- If COVID-19 is confirmed in a child or staff member.
- The Kids Club will be closed immediately for deep-cleaning and disinfecting exercises.
- The Nurse will work with the local health officials to determine appropriate next steps, including whether extended dismissal duration is needed to stop or slow the further spread of COVID-19.
- Children or Team Members who have been exposed to a confirmed case of COVID-19 or symptomatic person(s), should be excluded from the childcare setting for 14 days.
- Guests with children who normally visit the Kid's Club daily will be notified of the closure.

### **Food and Beverage**

- A hand sanitizing dispenser will be mounted next to all clock-in devices utilized by F&B Team Members. Everyone is required to sanitize before and after clocking.
- Each Team Member must wash their hands when they arrive at their work area.
- Wash hands with soap and water for minimum twenty (20) seconds.
- Team Members will put on clean face masks and gloves.
- Team Members to be temperature checked and logged.
- Self-service will be eliminated in the restaurants; food and beverages will be served to the Guest by a Team Member.



## Our Commitment & Assurance at The Tryall Club

- Spaces between tables and Guest traffic areas will be redesigned to maintain the minimum physical/ social distance of six (6) per person in F&B outlets and at events. While guaranteeing efficiency and speed, in our F&B services.
- Guests will be asked to sanitize their hands when entering the F&B outlets.
- Guests are required to wear face masks in all public/ common areas.
- Napkins and other accessories will be delivered to the Guest upon request.
- All kitchen utensils will be washed and sanitized before and after use.
- Disposable plates, cups and condiments containers for salt, pepper, ketchup etc. will be used in some areas of The Club.
- Tables will be disinfected after each use.
- Public Health Department to provide post COVID-19 sensitization sessions for all employees.
- All returning Team Members are to provide travel history and are to be screened/observed for any flu-like symptoms for a two-week period. If any signs/ symptoms are evident they are to be immediately removed from duty, asked to self-quarantine and contact the local Health facility.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### **Carts and Bus**

- All carts must be disinfected every morning by 7:00AM (washed and rinsed using disinfectant and air dried).
- The F&B van must be cleaned using disinfectant before 8:00AM for F&B pickups.
- The following: Beverage Cart, kitchen and dining room Kushman, Chef and Dining Room Managers carts, John Deere, two staff carts - 13 and 38 are to be equipped with hand sanitizer, which will be used before and after each use, disinfectant wipes to be used on the items picked up.
- Carts and bus will only be allowed to carry half of the designated capacity of Team Member.

### **Deliveries - Food**

- All food items to be collected via F&B Bus. With requisitions done overnight, orders should be ready for pickup at 8:00AM to avoid congestion at the food storeroom.
- Food will already have been washed and should be taken directly to the kitchen at the beach restaurant. This must be timed and logged.
- Team Members collecting and receiving food must be wearing a face mask, face cover, long gloves and apron.
- All unwrapped/ packaged items received must be washed again as per Ministry of Health (MOH) standards.
- All wrapped/ packaged items should be dipped in sanitizing solution before being stored and washed again before use.

### **Deliveries - Beverage/ Bar Items**

- All beverage/ bar items should be ready for pick up by 8:30AM via F&B bus.
- With requisitions done overnight, to avoid congestion at the food storeroom.

## Our Commitment & Assurance at The Tryall Club

- F&B will have already been washed and should be taken directly to the bars that requested them. This must be timed and logged.
- Team Members collecting and receiving food must be wearing a face mask, face cover, long gloves and apron.
- All unwrapped/ packaged items received must be again washed as per MOH standards.

### Storage of Items - Bars and Kitchens

- All items after being verified and sanitized must be stored. Coolers and dry storage areas must be kept clean, organized and sanitized. Door handles and other surfaces frequently touched must be sanitized hourly.
- Persons involved in the process CANNOT be the persons who received the items, instead this should be done by an assigned Team Member freshly washed up or sanitized- wearing a face mask, gloves and apron (Bartender, Cooks, Chef, Supervisor/ Manager)
- Steward A personnel to be attired in apron, face mask, and heavy-duty gloves that extend to mid arm.
- These persons will not participate in any other function unless authorized by Manager/ Chef, adhering to the sanitizing and other best practices.
- Steward A will not touch anything clean; instead clean items will be collected by assigned person Steward B, attired in similar fashion. Steward B will be responsible for collecting all clean glasses, chinaware, flatware and clean linen and distributing to wait staff.
- Steward C will be responsible for collecting all used flatware, chinaware and linen from tables to be delivered to Steward A. Steward C will be attired as Steward A.
- Steward A is to sanitize the kitchen and frequently touched areas every hour.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.
- Note: All Steward Team Members will be required to wash and sanitize every thirty (30) minutes or after every task completed, gloves will also be washed and sanitized for continued use if not damaged.

### Chefs and Cooks

- Chefs and Cooks must adhere to the sanitizing standards outlined above, to include an apron.
- Use of gloves is in regulation with the established standards as outlined by MOH regulations.
- All Team Members in the kitchen MUST wear a face mask.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Bartenders/ Porters

- All Bartenders/ porters entering F&B areas MUST adhere to the sanitizing standards outlined above to include wearing a face mask. Gloves used for setting up must be changed before service.
- Bar Porters are responsible for receiving all beverages and fruits that are delivered daily from food stores. Standards outlined above for receipt must be complied with.

## Our Commitment & Assurance at The Tryall Club

- Items will be handed over to the Bartender for storage. Storage areas must be kept as outlined in kitchen SOP. (In the case of the Pool Bar and 9th Hole Bar, Bartenders will receive their own goods while maintaining the sanitizing standards).
- All fruits and garnishes must be fresh and stored in closed containers by the Bartender.
- Bar Porter will keep glasses replenished and general bar area clean, counters, chairs, sinks, refrigerators and all areas touched by Bartender should be wiped every thirty (30) minutes with sanitizing solutions.
- At the Beach Grill, Porters ensures that glasses are washed at temperature as stipulated by MOH and sanitized accordingly.
- Porter and Bartender MUST adhere to physical/ social distancing at all times.
- At the end of each shift, the Bar Porter and Bartender must sanitize all bar equipment and beverage bottles before returning them to storage.

### Wait Staff including the Grill Staff

- All wait staff entering F&B areas MUST adhere to the sanitizing standards.
- Servers will collect clean flatware and napkins from Steward B. They will place them immediately, in the sanitized designated area and make roll ups as forecasted for the service.
- These should be stored on a sanitized tray and immediately wrapped with a plastic wrap.
- This must also be wiped with sanitizing solutions before opening for use.
- Unused flatware must be kept wrapped and labeled and stored in the sanitized area for later use.
- Wait staff must ensure that serving trays are cleaned and sanitized every hour.
- Wait staff when retrieving drinks at the bar must ensure that they are covered before serving Guest.
- No wait staff is allowed behind the bar at any given time, unless authorized by the supervisor/ manager.
- Waiter's assistant is responsible for assisting Steward C in sanitizing tables, chairs, mats and table condiments after each seating. Assistant must be attired in long gloves.
- Assistant must ensure that all service stands and areas frequently touched are sanitized every thirty (30) minutes or as used. Assistants are also responsible for clearing used dishes and further assist Steward C to remove them to the kitchen.
- Waiters will ensure that coffee stations are set but sweeteners kept in closed sanitized containers.
- Coffee caddies given to customers will only contain what is needed. Left over after use must be discarded including milk, hot water and honey. It is the waiter's responsibility to ascertain from Guests if items will be needed.
- China must be retrieved only when required from a sanitized storage area where they are pre-wrapped in sets as per service standard cup, saucer and teaspoon.
- All drinks served on a tray must be covered with disposable covers and removed when delivered.
- All dishes served on a tray must be covered until revealed to Guests. In the case of wrong order, the dish must be discarded immediately.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

## Our Commitment & Assurance at The Tryall Club

### Beach and Pool Servers

- All Servers operating in the F&B areas MUST adhere to the sanitizing standards.
- For Beach Servers are to stand in their stations with appropriate physical/ social distances.
- Menus presented to Guests must be laminated and sanitized after and before every use.
- Trays used must be washed and sanitized before and after every use.
- Tables must be sanitized before and after every use.
- All drinks served on a tray must be covered with disposable covers and removed upon request.
- All dishes served on a tray must be covered until revealed to Guests, in the case of wrong order, the dish must be discarded immediately.
- Used items when retrieved must be taken to stewarding area immediately, (glassware to the area at the counter designated for retrieving).
- One person MUST be assigned for collecting items along beach and pool.
- Once complete wash hands or sanitizing immediately after.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### F&B General

- Guests are required to wear face masks and sanitize their hands before entering the F&B outlets.
- Team Members must wear a face masks at all times at the venue. Guests may remove their face mask once they are seated.
- Install secured hand sanitizing stations at strategic locations.
- Disposable plates and cups will be used in some areas of the club.
- Dispensers for anti-bacterial gel will be installed at all restaurants, bars and at restroom entrances.
- Restroom attendants will sanitize areas every sixty to ninety (60-90) minutes or as needed.
- Doors to all restrooms will be marked 'Maximum of two Occupants Only, Please Knock before Entering' this will help with physical/ social distancing.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Theme Nights

- Self-service will be eliminated from theme nights; food and beverage will be served to the Guest by the buffet attendant. All items on the buffet will be kept covered and served contact free.
- Team Members must wear a face masks at all times at the venue. Guests may remove their face mask once they are seated.

## Our Commitment & Assurance at The Tryall Club

- Spaces between tables and Guest traffic areas are redesigned to maintain the minimum physical/ social distance of six (6) feet per person in F&B outlets and at events while guaranteeing efficiency and speed in our food and beverage services.
- The places where Guests will queue at theme nights and at the entrance to restaurants and bars, will be marked maintaining a six (6) foot space between Guests or families.

### Afternoon Tea

- Tea will no longer be buffet style.
- Tea will be handled by reservations ONLY, to eliminate violation of physical/ social distances and best service.
- Team Members must wear a face masks at all times at the venue. Guests may remove their face mask once they are seated.
- Culinary Team will be attired in aprons, face mask and gloves.
- Stewarding functions remains the same as in outlets, Steward A focuses on washing only.
- Steward B focuses on handling clean equipment only.
- Steward C retrieves all used equipment from dining area.
- Chinaware and flatware will be handled as in restaurants, same for coffee/ tea station.
- One busser will be assigned to assist Steward C clean and sanitize areas after sitting.
- Small laminated menu cards will be given to each table and sanitized after each use.
- Wait Staff serves a la carte.
- Seating to be arranged as outlined by the MOH for proper physical/ social distancing of six (6) feet between tables.
- Tea will be served outdoors and indoors.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Manager's Cocktail Party

- The Manager's Cocktail Party will be suspended until further notice.

### Room Service

- Room Service will be suspended until further notice.

### Beverage Cart

- Team Members will be required to wear gloves, a face mask or a face shield.
- Clean Cart will be equipped with hand sanitizers for Team Member and Guests if needed.
- Operation hours are adjusted to 8:00AM - 5:00PM.
- Cart will be washed and sanitized every morning and throughout the day.
- Igloos used will be washed and sanitized daily and stored packed.
- Only wrapped/ packaged items will be used on the cart. Like bars and kitchen, all good received must be washed and sanitized.
- Sanitizing solution to be kept on cart so that, prior to all sales, each item be wiped thoroughly before given to Guests.
- Cart will display a sign with available items; this will allow Guests to decide from a distance instead of grouping around the cart.

## Our Commitment & Assurance at The Tryall Club

- Checks are handwritten and presented in a clean sanitized folder. Pen for signing will also be cleaned and sanitized after each use.
- Cart is returned daily to be washed, sanitized and packed by 5:15PM (Server posts checks after).
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Bars

- All Team Members to wear face masks.
- Patrons must wear face masks until seated at which point, they can be removed.
- All doors to remain open.
- All bar stools to be six (6) feet apart and grouped in twos.
- Sanitize bar stools and counter tops every sixty to ninety (60-90) minutes.
- Sanitize all bottles at opening and closing.
- Sanitize all bar equipment and frequently touched areas every sixty to ninety (60-90) minutes, to include blenders, igloos, etc., this includes the pool bars.
- All bar glassware to be washed in dish washers only.
- Ensure disposable cups are available at all bars.
- Mop and disinfect bar floors twice daily.
- Porters/ cocktail servers to wash hands after picking up glasses, etc.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Kitchens

- All Team Members must wear face masks.
- Ensure all hand-washing stations have a constant supply of soap and paper towels.
- During non-service hours on the buffet, remove all serving line plates, cups, cutlery, napkins and trays to prevent potential contamination.
- ONLY tongs should be used.
- Present smaller portions on regular buffets, special event buffets, cocktail reception setups, coffee breaks, etc. and replenish more frequently.
- Ensure that buffet utensils are being cleaned to standard and changed out every fifteen to thirty (15-30) minutes.
- Ensure that all dish wash machines are working (at the correct temperatures, WASH at 150-160 degrees and RINSE at 180 degrees Celsius or more).
- All washing will include a pre-rinse step, where dishes are immersed in water. Be mindful of cross contamination, change gloves if risk is observed.
- Clean and sanitize all dish buckets and carts (dirty and clean) with a detergent solution and sanitizing solution (with correct contact time) after each shift.
- Maintain separation between clean and dirty dishes and operations in the dishwashing area.
- Dispose all exposed food, food that may have been contaminated and food that has been handled by the infected person.
- Sanitize all food preparation and storage surfaces every hour.
- Sanitize all landline telephones regularly throughout the day.

## Our Commitment & Assurance at The Tryall Club

- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Dining Room

- All Team Members must wear face masks.
- Ensure that sanitizer is available at the entrance to all restaurants; Guests should use the hand sanitizer before entering dining room.
- Seating to be arranged as outlined by the MOH for proper distancing for tables six (6) feet. Clean and sanitize menus after each Guest/ table use. (Menus will be laminated).
- Guests are required to wear face masks at all times inside the restaurant; they may remove their face mask once they are seated.
- Clean and sanitize tables and chairs with a detergent solution and sanitizer.
- Clean and sanitize all service stations with a sanitizer, with correct contact time.
- Self-seating daytime restaurants (Beach Grills, Pizzerias). Servers must ensure all order checks are written properly/ entered in POS and include server name, table number, Guest name and villa name. (Mandatory).
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Banquets and Events

- Hand sanitizer stations to be prominently placed at the event.
- To follow established physical/ social distancing guidelines of a minimum of six (6) feet of separation.
- Guests are required to wear face masks at all times inside the restaurant; they may remove their face mask once they are seated.
- Display posters promoting proper hand-washing procedure and social distancing.
- All equipment will be sanitized prior to assigning for the shift.
- All equipment and meeting amenities will be sanitized before and after each use, Computers, projectors, flip charts, markers, laser pointers etc.
- All linen, including underlays, to be replaced after each use.
- Clean and soiled linens to be transported in sealed single use plastic bags into and out of the event areas, to the laundry.
- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations.
- Modified menus to be created to showcase styles of service and items currently available.
- Self-service will be eliminated from theme nights; food and beverage will be served to the Guest by buffet attendant. All items on the buffet will be kept covered and served contact free.
- All food and beverage items to be individually plated and served.
- All Team Members are required to wear face masks.
- Team Member to be assigned for opening doors and constantly sanitize frequently touched areas.

## Our Commitment & Assurance at The Tryall Club

- All service standards in restaurants are applied to functions for efficiency, safety and quality of product.
- Coffee and other break items to be attended and served by a server.
- Flatware to be provided as a roll-up.
- Condiments to be served in individual PCs or sanitized individual containers.
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical/ social distancing.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Garbage Disposal

- Trash and garbage accumulated in all areas of the kitchen, bars and restaurant.
- Each area has a bin or multiple bins that are foot opened.
- Trash accumulation starts at receipt of goods from the storeroom. Excess packaging and discarded foods are placed in bins. These bins are clean and sterilized and are all lined with disposable bags.
- Bins used for prepping are also prepared in a similar manner.
- Bins for bars are also lined and foot operated.
- Bins must be emptied before full to avoid tearing and spilling when bags are removed.
- Steward A and Steward C are responsible for clearing, washing, sterilizing and reinstalling of all bins in the kitchen area.
- The bar Porter is responsible to clear, wash, sterilize and reinstall all bins in the bar areas.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Resort/ Public Areas

- Appropriate signage will be installed to remind/ educate Guests of the wearing of face masks, proper hand washing and physical/ social distancing protocols.
- Install hand wash or secured hand sanitizing stations in strategic locations.
- Trash cans in public areas will have foot pedal or be open lid trash bins.
- Continuous sanitization every hour across all public spaces.
- The frequency of furniture disinfection in common areas will be increased to after every use.
- Special attention will be paid to high touch points, disinfecting them every hour, including:
  - Handles and doors, handrails.
  - Counters & tables
  - Guest seats
  - Bathrooms
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.



## Commissary

- Alcohol-based hand sanitizer dispensers are to be placed at the entrance of all offices and replenished when necessary.
- Hand sanitizing stations and foot pressed bins, to be installed strategically around the Commissary and replenished daily or more often when necessary.
- Shoppers must sanitize before entering the Commissary.
- Floor markers to be used in areas where Guests are required to be in line to maintain Physical/ social distancing of six (6) feet.
- Guests are required to wear face masks in the commissary.
- All Team Members are to be adequately equipped with protective gear, including face masks and disposable gloves.
- The wearing of face masks, disposable gloves and aprons are mandatory for all cleaning activities.
- The number of Guests entering each area to be limited to 10 persons to avoid crowding at any time
- Suppliers are required to maintain strict sanitation mechanisms regarding production and delivery to entities.
- Six-foot floor markers will be set up in front of the cashier area
- Public Health Department to routinely check the effectiveness of sanitation practices
- Conspicuous signage is to be mounted to encourage social distancing as far as possible, for example, “Help us to keep you Safe”.
- Ensure all areas are clean and hygienic. Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly.
- Ensure that sanitation training for Team Members is conducted in collaboration with the MOH.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

## Golf

### Golfers/ Players

- During the initial period following The Club’s re-opening, access to the golf course will be limited to our Team Members, Members, Villa Guests and Corporate Members in restricted and controlled numbers.
- To access the course, a player must:
  - Not be in a period of self-isolation or quarantine
  - Not be displaying COVID-19 symptoms
  - Have a confirmed tee time reservation either by phone or email
- Arrive at the course no more than 30 minutes prior to reserved tee time.
- Tee times adjusted from 8-minute intervals to 15-minute intervals to minimize congestion.
- Report straight to the Pro Shop entrance upon arrival to check-in where upon thermal scanner test and hand sanitizer will be administered.
- Six-foot floor markers will be set up inside golf shop at a single-entry point.

## Our Commitment & Assurance at The Tryall Club

- Maximum of 4 Guests permitted inside the Pro-Shop at any one time.
- A six (6) foot exclusion zone at the service desk.
- Team Members and Guest are required to wear face masks. Gloves are optional for Team Members.
- Card payment or account charging only, no cash accepted at the till.
- Limited and social distance spaced seating in Clubhouse patio but initially no F&B service.
- Clubhouse, Pro Shop, locker room, and toilets will have open entrance doors and are cleaned regularly.
- The toilet handle will be sanitized after every use.
- Soap, sanitizer and disposable paper towels will be provided.
- Sanitized golf carts available, single person use for carts only, (unless from the same villa/ family).
- Rental golf club sets to be sanitized before & after every use.
- Groups restricted to 4-balls at 15-minute intervals, equating to 16 golfers per hour.
- Putting green is open but limited to 4 players at a time, flag sticks should not be removed; plastic cup liners will make for easier removal of the ball from the hole.
- The driving range is open but limited to 4 players at a time with double hitting bays.
- Junior golfers (under 16 years) must be accompanied by an adult at all times on the putting green, driving range and golf course.
- Golfers should arrive at the 1st tee no more than five (5) minutes prior to their reserved tee time.
- Hand sanitizer dispenser on #1 tee.
- Physical/ social distancing expected by all and will be enforced by trained staff if/ when necessary. Any player(s) not following directions will be asked to leave the course.
- Divot bins, rakes and water cooler will be removed from the course.
- Flag sticks NOT to be touched, cups lined with plastic pipe to make ball retrieval easier.
- Players must call or email the golf club with any post-round health issues or COVID-19 related queries, at the earliest possible opportunity.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Pro Shop Staff

- Maximum of 2 Team Members in Pro Shop at any one time.
- Maximum of 1 Team Members in Locker Rooms at any one time.
- Maximum of 3 outside services at any one time
- Shifts staggered to eliminate congestion
- Staff will be provided with face masks to wear on-site as required.
- Staff comprehensively trained in importance of hand hygiene and cough etiquette.
- Hand sanitizer and cleaning solutions provided at the service desk.
- Team Members to always remain at least six (6) feet from customers.
- All work areas and contact points are cleaned and sanitized regularly.
- Meetings kept in smaller groups and at physical/ social distance.
- More electronic communication/ dissemination of information.

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- Management will assign a COVID-19 supervisor who is responsible for enforcing these guidelines.

### Caddies

- Caddies are optional
- Only 15 caddies on the list (plus those with pre-booked golfers) are permitted on property, on a rotational basis.
- Caddies must wear masks and gloves and minimize touching of golfer's equipment; their work becomes mainly offering verbal advice from at least six (6) feet away.
- Caddies will carry a rake to maintain the bunkers after use.
- Soap and hand sanitizer to be provided at the Caddy Shed.
- Payment of caddy fees to be made via wire transfer directly to their bank accounts.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Golf Course Maintenance

- Staggered start and break times to avoid social gathering.
- Morning briefings will be postponed/ minimized, the Superintendent to send digital/ written work lists to supervisors.
- Hand soap and sanitizers provided for regular use.
- Face masks used as required, particularly during course set up.
- Utility vehicles limited to single person use as much as possible, when more than one face masks must be worn.
- Team Members are to avoid gathering at Aqueduct Gardens.
- Machinery must be fully washed after use, including the disinfecting of controls.
- All Team Members will be screened on entry for symptoms of Covid-19; They will be temperature tested and will be visually and verbally screened for other symptoms
- Start and finish times to be staggered by 15-minute intervals to reduce congestion and contact.
- Explore possibility of creating two teams working on separate days/ shifts.
- Physical/ social distancing of a minimum six (6) feet will be maintained in the maintenance building and on the golf course.
- Signage will be erected reminding workers not to report to work if they have symptoms of Coronavirus (COVID-19) and to follow the official guidelines. Guidelines to be posted in prominent areas.
- Workers will be required to wash their hands using soap and water when entering and leaving the Aqueduct Gardens area.
- Use of the toilet facilities will be restricted to two persons at a time at any time and signage will be erected to ensure six (6) feet of physical/ social distancing is maintained when in line.
- The toilet handle will be sanitized after every use.
- Wash or sanitize hands before and after using the facilities.
- Use of the changing facilities will be restricted to one person at any one time and signage will be erected to ensure six (6) feet of physical/ social distancing is maintained between people when in line.

## Our Commitment & Assurance at The Tryall Club

- **SAFE WORKING** - Management will remind the workforce at daily briefings of the specific control measures necessary to protect them, their colleagues, families, and the population.
- Staff daily briefings will be held in the open air with groups of a maximum of six (6), with attendees observing physical/ social distancing of six (6) feet apart.
- Work will be planned to enable 75% of tasks to be done by one person, and 25% of tasks to be done by maintaining physical/ social distancing of six (6) feet apart.
- Tasks will be planned to minimize workers on any one golf hole, to spread the workforce across the golf course.
- Tasks will be planned to utilize mechanical equipment where possible and practicable.
- Face masks will be issued to employees and the wearing thereof strictly enforced
- Re-usable chemical masks, gloves, safety glasses, goggles, will be thoroughly cleaned after use, but not shared between workers.
- Single use dust masks, spray suits, will be disposed after use of so that it cannot be reused.
- Equipment will not be shared by more than one operator.
- Equipment operators will be responsible for regularly cleaning the equipment using gloves and standard cleaning products, with particular emphasis on handles and other surfaces which may be touched; equipment will be cleaned and sanitized at the start of the day, at break times and at the end of the day.
- If a Team Members fails to comply with the guidelines, they will be subject to disciplinary procedures.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department, shall be present on the golf course during construction/ project activities.

## Pool & Beach Areas

- The towels will be delivered directly to the Guest; there will be no towel storage open to Guests for self-service.
- The Guest will be asked to shower before entering the pool.
- There will be hand sanitizing stations and disinfectant tissues for Guest use.
- Guests are required to wear face masks in all public/ common areas.
- The accumulation of Guests in the pool and beach will be controlled to maintain a physical/ social distance between Guests and families.
- The sunbeds will be separated by at least six (6) feet between families.
- Lifeguards are encouraged to wear face buffs instead of face masks. Sanitize the lifeguard stand/ chair after each shift change.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

## Tennis

- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

## Our Commitment & Assurance at The Tryall Club

### Before You Play

- All safety precautions must remain in place
- Arrange to play only with family members or others who live in your household.
- Secured hand sanitizing stations to be installed at all entrances and must be used by anyone entering the tennis courts.
- Wash your hands with soap and water for twenty (20) seconds or use a hand sanitizer before going to the court.
- Clean and wipe down your equipment, including racquets and water bottles, prior to playing.
- Use new tennis balls when possible.
- Check-in 15 minutes before at the tennis shop when you are scheduled to play.
- Avoid touching court gates, fences, benches, etc.

### When Playing

- Try to stay at least six feet apart from other players.
- You should consider not playing doubles, if you do play doubles, it should be done with family members only.
- Avoid touching your face after handling a ball, racquet or other equipment.
- Stay on your side of the court, when changing ends of the court, use opposite sides of the court.
- Remain apart from other players when taking a break.
- If a ball from another court comes to you, send it back with your foot or your racquet.
- Use Four Balls or Six Balls
- Open two cans of tennis balls that do not share the same number on the ball.
- Take one set of numbered balls and have your playing partner take a set of balls.
- Playmaking sure to pick up your set of numbered balls only.
- If a ball with the other number is on your side of the court, use your foot or racquet to send the ball back to the other side.

### After Playing

- Leave the court as soon as possible.
- Wash or sanitize your hands as you exit the court.
- All players should leave the tennis courts immediately after play.

### Beauty Salon and Massage Centre

- Secured hand sanitizing stations to be installed at all entrances and used by anyone entering the spa area.
- Guests are required to wear face masks at all times.
- Team Members are required to wear face masks and disposable gloves at all times.
- Team Members should wear face masks, disposable gloves, and gowns for all tasks in the cleaning process, including handling trash while conducting duties.
- Gloves should be removed and discarded in a closed bin immediately after use. Wash hands immediately after gloves are removed.
- Follow normal preventive actions, including cleaning hands and avoiding touching eyes,

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nose, or mouth with unwashed hands.

- Routinely clean and disinfect surfaces and objects that are frequently touched. Clean and disinfect all implements as well as furniture and equipment used.
- The customer's feet and hands should be thoroughly washed before each activity.
- Continue to observe guidelines under the 'Jamaican Standard Specification for Spa Entities' established by the Bureau of Standards Jamaica.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Fitness Centre

- Secured hand sanitizing stations to be installed at all entrances and used by anyone entering the Fitness Centre. The number of Guests entering to be limited to 10 persons to avoid crowding at any time.
- Guests are required to wear face masks and properly sanitize hands before and after handling of equipment.
- All equipment should be arranged to maintain social distancing.
- Floor markers to be installed to maintain social distancing in instances where Guests gather for activities.
- Cleaning Team Members should wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.
- Team Members should wear protective gear (e.g. face masks, gloves) while conducting duties.
- Gloves should be removed and discarded in a closed bin immediately after use. Clean hands immediately after gloves are removed.
- Follow normal preventive actions, including cleaning hands and avoiding touching eyes, nose, or mouth with unwashed hands.
- Routinely clean and disinfect surfaces and objects that are frequently touched. Clean and disinfect all implements as well as furniture, equipment.
- Fresh towels should be made available, where applicable.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Watersports

- Thermal scanners to be installed at all launch sites.
- Floor markers to be installed in all areas requiring Guests to be in line to maintain social distancing.
- The number of passengers per vessel (dive boats, glass-bottom boats et cetera) will temporarily be curtailed, for example, if the seating capacity for a banana boat is four (4) or five (5) passengers, this should be reduced to half capacity to maintain physical/ social distancing of six (6) feet.
- All Team Members should be adequately equipped with protective gear.
- Before and after each excursion/ trip, vessels are to be thoroughly sanitized as per MOH guidelines.

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- Ensure that everyone is sanitized before and after participating in all activities.
- As far as possible, physical/ social distancing of six (6) feet should be observed during tours.
- CPR masks are to be available onboard in first aid kits to be used by the crew as circumstances dictate.
- All food and beverage to be served by Team Members are to be covered.
- Scuba and snorkeling gear are to be subject to strict sanitization protocols, which must include users seeing such equipment taken from its sanitized container.
- The Ministry of Health is to conduct periodic swabbing of scuba and snorkeling gear.
- Management will assign a COVID-19 Watersports Team Member who is responsible for enforcing these guidelines in this department.

### Tour Desk

- All entities conducting operations with transporting passengers should adhere to the protocols outlined under 'Contract Carriage/ Domestic Tour'.
- All entities conducting operations with bar and/or food services should adhere to the protocols outlined under 'Restaurants and Bars'.
- Alcohol-based hand sanitizer dispensers are to be placed at the entrance of all offices and replenished when necessary.
- Guests are required to wear face masks in all public/ common areas.
- Floor markers to be installed in areas where Guests are required to be in line to maintain physical/ social distancing of six (6) feet.
- Ensure all areas are clean and hygienic. Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly.
- Where activities require Team Member to Guest contact, the Team Member(s) is/ (are) to be provided with hand wash and/ or hand sanitizing items where applicable.
- Team Members are to wear face masks and should minimize personal contact and avoid hugging and shaking hands.
- Ensure that sanitation training for Team Members is conducted in collaboration with the MOH.
- All Team Members are to be adequately equipped with protective gear.
- Covered bins to be mandatory in rest rooms and other strategic locations.
- The wearing of gloves and face masks are mandatory for all cleaning activities.
- The number of customers entering the office to be limited three (3) couples or six (6) persons to avoid crowding at any time.
- Premises should be sanitized prior to the start of each business day, and at regular intervals throughout the day.
- All equipment and furniture should be arranged to maintain social distancing.
- Management will assign a COVID-19 Watersports Team Member who is responsible for enforcing these guidelines in this department.

### Craft Market

- Secured hand sanitizing stations to be installed at all entrances and used by anyone

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entering the Craft Market from the beach area. Shoppers are to maintain physical/ social distancing of at least six (6) feet.

- Proper signage & social distance marking to be installed on floor.
- Shopper's own personal sanitizer may be considered in lieu of what is provided to facilitate those who may have sensitive skin.
- Vendors are to limit the number of Guests three (3) couples or six (6) persons entering their area to avoid crowding at any time.
- Operators must have shoppers sanitize before entering shops.
- All vendors should wear adequate protective gear including face masks when interacting with guests
- Management will assign a COVID-19 a Craft Market Vendor who is responsible for enforcing these guidelines in the Craft Market.

### **Craft Vendors at Aqueduct Gardens (Independent)**

- Where practical, all of the protocols governing the Craft Markets will apply.
- If guests are to be shown Water Wheel or enter further on property all of the normal entry requirements will become enforceable.
- Proper signage and social distance markings to be installed on ground.

### **ATM**

- Proper signage and social distance markings to be installed on ground
- Door handles, entrance buttons and interior of ATM to be sanitize every hour.
- The ATM Servicing Team should sanitize the ATM after completion.
- Only one person is allowed in the ATM at any given time.
- Hand sanitizing station to be installed at entrance.

### **EMED Ambulance**

- EMED established protocols will be maintained but will add face masks and disposable gloves as mandatory items for all calls.

### **Security Team**

- Face masks and face shields will be utilized by officers in direct contact with Guests, Homeowners, Team Members, suppliers and other visitors to the Club.
- Hand washing and sanitizing stations will be installed at all of the high traffic areas.
- Communication equipment will be sanitized before and after use.
- Batteries in storage for charging will also be kept sanitized.
- Management will assign a COVID-19 Watersports Team Member who is responsible for enforcing these guidelines in this department.

### **Security Motorcycles**

- All motorcycle will be sanitized before and after use by officers
- A log will be maintained to determine compliance.



## Back of the House

### Team Members

- The Team Member's dining room will operate under the same rules, following physical/ social distancing, eliminating self-service, and applying hygiene, cleaning, and disinfection protocols. Office team members may utilize their work desks to consume their daily meals, if they so desire.
- All our Team Members will receive specific training on new service standards and hygiene workshops and the best sanitation and cleaning practices.
- As a regular practice, the 15-minute daily briefings at the start of the shift in all areas will also be used to reinforce preventive measures to all team members.

### Laundry

- Label bins for laundry the following:
  - CLEAN
  - DIRTY
  - HIGH RISK FOR COVID-19 CONTAMINATION

## Villa Management

### Villa Welcome for Arriving Guests

- All villa staff must wear a face mask when interacting with guests.
- Sanitizer will be provided for Guests to use.
- There will no longer be presentation of cold/ warm towels.
- There will be no handshakes or embrace with Homeowners or Guests, instead the staff are expected to greet by a simple nod.
- All villa staff must maintain physical/ social distancing at all times.
- HOH (Head of House) will give basic instructions about the new safety guidelines/ SOP.
- Butler/ Gardener (whoever is responsible for transporting the Guest luggage to their rooms) will disinfect Guest luggage (HOH will inform Guests of this procedure before this is done).
- Each Villa will assign a COVID-19 Staff Member who is responsible for enforcing these guidelines in the villa.

### Housekeeping Duties

- The Housekeeper will no longer unpack suitcase for the Guests.
- Housekeeper should always wear a face mask and gloves and washable full apron when cleaning.
- Housekeeper will frequently wipe down high use items such as doorknobs/ handles, light switches, A/C remote, TV remote, with a sanitizing solution.
- Disposable sanitize wipes will be placed in each bathroom for Guests to use as needed.
- All bedrooms/ bathrooms will each be provided with a bottle of hand sanitizer for Guests to use. These bottles will be refilled as needed.
- Turn down service.

### **Laundry Duties**

- Laundress should always wear a face mask and gloves and full apron when handling laundry.
- Washing sheets and towels at least once every two days.
- Laundress should not shake dirty laundry to minimize the possibility of dispersing any virus through the air.
- Laundress should wash hands with soap and water or use an alcohol-based hand sanitizer.
- Laundress should use the warmest appropriate water setting for laundering. Wash loads to be dried completely.
- Laundry bag should be washed and disinfected. Laundry hampers to be disinfected after laundry is removed.
- Laundress to disinfect all surfaces, including machines after each use. Use disinfectant to mop floor twice per day.

### **Butler's Duties**

- Butler should maintain social distance, but this should not compromise the expected service to Guests.
- Butler should reposition seating at dining table to allow the required spacing between Guests if they are not family members.
- Butler to sanitize dining table and chairs after each meal. Table napkins are to be placed in a washable laundry bag to be dropped off at the laundry room.

### **Chefs/ Cooks Duties**

- Chefs/ Cooks should always wear a face mask and gloves.
- Remove any unnecessary packaging from groceries and dispose into a waste bin with lid.
- Packaging such as cans should be wiped clean with a disinfectant before being opened or stored.
- Wash unpackaged fruits and vegetables with running water before storing in refrigerator.
- Wash hands with soap and water, or an alcohol-based sanitizer immediately after cleansing groceries.

### **Villa Gym**

- Secured hand sanitizing stations to be installed at the Gym entrances and used by anyone entering the Villa Gym. Guests should properly sanitize hands before and after handling of equipment.
- All equipment should be arranged to maintain social distancing.
- Villa Cleaning Staff should wear face masks, disposable gloves and aprons for all tasks in the cleaning process, including handling trash, while conducting duties.
- Gloves should be removed and discarded in a closed bin immediately after use. Clean hands immediately after gloves are removed.
- Follow normal preventive actions, including cleaning hands and avoiding touching eyes, nose, or mouth with unwashed hands.
- Routinely clean and disinfect surfaces and objects that are frequently touched. Clean and disinfect all implements as well as furniture, equipment.
- Fresh towels should be made available, where applicable.

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### Pool Furniture/ Beach Furniture (where applicable)

- The towels will be delivered directly to the Guest; there will be no towel storage open to Guests for self-service, unless the Guests are from the same family.
- The Guest will be asked to shower before entering the pool.
- There will be hand sanitizing stations and disinfectant tissues for Guest use.
- The accumulation of Guests in the pool will be controlled to maintain a physical/ social distance between Guests and families.
- The sunbeds will be separated by at least six (6) feet between families.

### Villa Golf Carts

- Villa Guests golf carts must be sanitized before & after every use.
- Golf carts are limited to a single person use only, (unless from the same villa/ family).

## Team Members, Contractors and Suppliers

### Team Member Access

- Temperature checks done by security at Team Member entrance. Temperatures exceeding 99.5F/ 37.5C will be considered out of range and should be logged, brought to the attention, in the first instance Security Manager, who will then inform Human Resources Director and the Managing Director.
- The nurse will be updated to provide follow-up with both the Team Member and MOH (if required). Access will therefore not be allowed and staff will be told to visit a doctor.
- If individual is hot because of travel in the sun and has recorded a “fever” he/she will be allowed to cool down for approximately ten (10) minutes before temperature is re-taken.
- Face masks must be worn by all Team Members for entry consideration.
- In order to return to work the Team Member must submit a Medical Doctors certificate verifying their fitness to return to work.
- Sign for protocols to be observed when entering the property.
- Sanitizer dispenser to be placed beside Time Clocks and its use encouraged by security personnel.
- Signage and social distance markings on floor at Time Clock area to be installed.
- Time clocks to be sanitized every thirty (30) minutes.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines.

### Main and Lower Gate

- Everyone entering the property will have their temperature checked; if individual is hot because of travel in the sun and has recorded a “fever” he/she will be allowed to cool down for approximately 10 minutes before temperature is re-taken. If similar temperature is recorded then the visitor will be denied entry.
- Face mask must be worn by all persons seeking entry to the property.

### West Gate

- Contractor Gate access will be handled the same as Team Member Access.

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- Temperature checks done by security at the entrance. Temperatures exceeding 99.5F/ 37.5C will be considered out of range and should be logged, brought to the attention of the Security Manager, who will update Managing Director. The contractor will be notified and access will be denied.
- Construction workers will be transported to and from the site, no walking is allowed.
- Lunch must be provided on site of construction by contractor. No construction worker will be allowed to visit any canteen or any other place on property.
- All such arrangements must be handled by contractor
- The contractor will provide the requisite hand washing stations and have a duty to put in place detection mechanisms to ensure that workers coming onto the site are not coming with symptoms. They must send home any worker who appears to be ill.
- Any violations of these protocols will the Club will automatically close the site.
- All construction workers must wear face masks to and from their construction site.

### Contractors

- Contractors engaged in work on the property or at a Villa must adhere to the same safety protocols as a regular employee. If the contractor has employees then the same requirements for the site apply.
- All construction workers must wear face masks to and from the construction site.
- All necessary PPE, soap and sanitizer, must be declared and provided by the contractor to all persons under his/ her control on site, before the job is started.
- Sanctions will be levied against a contractor and or persons ejected from the property if protocols are breached.
- Contractors and supplier's personnel should wear face masks entering the property.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines throughout the property.

### Suppliers and Visitors

- A logbook control of suppliers and visitors must be maintained and it will be requested that they comply with the same preventive measures that are being implemented in the other areas. (e.g. Temperature checks and face masks)
- Vehicles must have the hygiene and sanitation measures as established by the Ministry of Health and Wellness.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Team Member Transfers

- All Team Members are to wear a face mask, as supplied by the Tryall Club, to include all Team Members who are working on property.
- All Team Members must wash and sanitize their hands before entering the bus.
- Buses must be sanitized before and after each trip. Completely wiped down including after each and every use, to include seats handles, door handles, etc. Schedule to be established and maintained.
- All vehicles to have hand sanitizers.
- Drivers to wear face masks at all times.

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- Increase number of trips to maintain the service, with the reduced passenger capacity.
- 8 Team Members maximum per 15 seat bus.
- Garbage bin must be available in bus for passengers.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines.

### Team Member Car Park

- Team Members entering the property in a car will be treated the same protocols for Team Member Access.

### Offices

- Only authorized persons are allowed in the offices.
- All visitors entering the Offices must sanitize hands and are required to wear a face mask prior to entering.
- Only ONE visitor is permitted to visit the office at one time.
- Team Members are required to hand sanitize and wear a face mask prior to providing any assistance in and outside of the offices.

### Engineering

#### Golf Cart Maintenance

- Carts are to be washed and sanitized before maintenance work is done.
- Shared tools and personal tools used for maintenance or repair are to be sanitized before use.
- Face masks, coveralls and gloves must be worn when Team Members have to work as a team in close proximity.
- Carts must be sanitized before being handed over to the user.
- Each person using a common cart must sanitize the high contact areas before use, steering wheel, key and dashboard, forward/ reverse switch, seats and handles.
- When there is more than one person on a cart, face masks must be worn.
- Shuttle should be limited to two passengers.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

#### Maintenance Team

- Hands are to be sanitized before entering the maintenance area.
- No unauthorized persons will be allowed inside the store and maintenance areas.
- In addition to the necessary PPE, maintenance personnel must have liquid soap and/or hand sanitizer in their possession at all times as they traverse the property and Villas.
- The wearing of face masks will be necessary in the maintenance workshop. Due to the size of the work area, maintaining social distance will be difficult at times.
- Appropriate PPE, face masks, coveralls and gloves are to be worn when Team Members have to work in close proximity.

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- Each person using a common cart must sanitize the high contact areas before use, steering wheel, key and dashboard, forward/ reverse switch, seats and handles.
- Shared carts are to be sanitized before being used by each person and face masks must be worn.
- Shared hand tools and equipment are to be sanitized before use.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Water Supply

- No unauthorized persons are allowed access to the equipment at the treatment station or at the storage site.
- Hand sanitizing is to be done before and after operating valves, starting or stopping pumps or handling chlorine cylinders.
- Frequently touched areas such as valve handles, starters and hand rails are to be sanitized at least once per shift.
- Each person using a common cart must sanitize the high contact areas before use, steering wheel, key and dashboard, forward/ reverse switch, seats and handles.
- Appropriate PPE, face mask, coveralls and gloves are to be worn when Team Members have to work in close proximity.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

## Financial and Retail

### Accounting Office

- Hand sanitizer at front door, to be used by all who enter the accounts office.
- General Accounting Office.
- Electronic payment of suppliers when available.
- Daily cleaning of office preferably at night.
- Visitors and Team Members must wear face masks and sanitize hands in the office.
- Limit of 3 visitors at any one time.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Payroll

- Cleaning of office preferably at night.
- Visitors and Team Members must wear face masks and sanitize hands in the office.
- Limit visitors to 1 at any given time.

### Receivables Office

- Cleaning of office preferably at night.
- Visitors and Team Members must wear face masks and sanitize hands in the office.
- Limit visitors to 1 at any given time.

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### Purchasing

- Cleaning of office preferably at night.
- Visitors and Team Members must wear face masks and sanitize hands in the office.
- Limit of visitors to two (2) at any given time.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Receiving

- Receivers and delivery personnel to wear face masks.
- All fruits and vegetables to be washed on delivery in a three-compartment sink on the receiving dock. After delivery hand washing is required at washing station on the receiving dock.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Stores

- Implement hourly cleaning schedule for the high traffic passageway by the stores staff, canteen and freezers upstairs.
- Install hand sanitizing station at doorway.
- Team Members to must wear face masks and gloves.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Retail

- Install wall mounted hand sanitizing station inside front door. Temperature guns to be used when Guests enter.
- Guests are required to wear face masks in all public/ common areas.
- Need to look at no touch technology for signing of receipts.
- Periodic cleaning of surfaces, every hour, or after each Guest departs.
- Retail Team Members must wear of face masks and use disposable gloves.
- Clean changing rooms after each use, Thermal sanitizers for clothes fitted by Guests.
- Limit Guests to three (3) couples or six (6) persons at any given time in the store.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Night Audit

- Hand sanitizing station placed at door and must be used when entering the office.
- Auditors must wear masks when other persons are in the office.
- Ability to electronically query folio charges must be explored.

### Information Technology

- Hand sanitizing station installed at front door.
- Wearing of masks, when someone enters the IT office and disposable gloves as required.
- Golf cart sanitized before every use, by the IT office operator.

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- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Office

- Only authorized persons are allowed in equipment rooms, server rooms and the IT office.
- All Guest related IT issues will be handled at the villas or in general areas or Guest Services area.
- Team Members are only allowed to visit the IT office after seeking prior authorization.
- Visitors must sanitize hands and are required to wear a mask prior upon entering.
- A designated visiting area is provided in the IT office. This area is a minimum six (6) feet away from the closest IT personnel.
- The visitors must remain in designated area at all times.
- Only one (1) visitor is allowed to visit the IT office at one time.

### Guest Areas and Villas Visits

- IT personnel will use remote access technology as much as possible to limit the need for person to person interactions.
- Should in-person visits be required, all departments, Villas and General Areas should have hand sanitizers in prominent locations.
- IT personnel will wear a face mask at all times when carrying out in-person visits.

### Copy Room/ Internet Room

- All persons accessing the copy room and internet room must use the hand sanitization station prior to entering the facility.
- Disposable wipes are provided for each person to clean the touch surfaces prior to entering their login credentials.

## Human Resources

### Offices

- Only authorized persons are allowed in HR office.
- Hand sanitizer dispenser to be mounted at the entrance to the office.
- Team Members must sanitize hands and are required to wear a face mask prior to entering.
- Visitors must sanitize hands and are required to wear a mask prior to entering.
- Only two (2) visitors are allowed to visit the HR office at one time
- HR Team Members are required to hand sanitize and wear a face mask prior to providing any assistance outside the HR office.
- Offices to be sanitized and cleaned daily.
- Sanitize door handles, chairs and sofas on schedule every three hours.
- HR Director will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Bathrooms

- Soap and sanitizer to be made available at all times.



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- Frequency of cleaning/ sanitizing will increase to every three hours.
- Schedule of cleaning/ sanitizing to be logged and audited.

### Team Members Cafeteria Services

- Staff must sanitize hands and are required to wear a face mask prior to entering.
- Team Members should always maintain proper physical/ social distancing of at least six (6) feet from each other.
- Schedule lunch period and HODs to enforce smaller number of persons for any one hour.
- To possibly identify additional locations to have lunch include signage as reminder of social distancing, sanitizing and hand washing. Back of House office Team Members will be permitted to eat at their desk if so desired.
- Review layout of tables and chairs. Establish standard that allows for social distancing.
- Implement distance markings on floor for persons queuing to collect lunch.
- Cafeteria staff must wash their hands when they arrive at their workstation, wear a face mask and hair net at all times.
- Follow cleaning and food preparation protocols set out by the F&B operations, at all times.
- HR Director will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### Training & Development

- Hand sanitizers are to be provided at the entrance of all training rooms. Participants must be required to sanitize before entering.
- Face masks are to be worn by trainees and trainers (where possible and as the time permits) after the government's strictures are lifted as there is constant talking in training sessions.
- Thermometers to be provided for temperature screening.
- Where small groups are not feasible, PPEs are mandatory.
- Face-to-face training should have a maximum carrying capacity of 15 persons per room or based on room size to allow for proper social distancing. Physical/social distancing must be strictly implemented with at least one desk/ chair space between each participant.
- Re-training to be done on all safety procedures.
- Mandatory COVID-19 training for all Team Members, Leaders and Villa staff.
- Checklists to be established for safety protocols.
- Training to be done on safe use of disinfectants.
- Focus and training to be on PPE, correct equipment and how to use them. Including, Contractors, Nannies, Caddies and Casual persons in PPE training.
- Virtual orientation with Team Members to include all Villa staff with assessment at end. Training rooms must be thoroughly sanitized before and after sessions i.e. desks, chairs, floors, doorknobs, computer keyboards telephones, counters, etc.
- Attendance registers are to be signed with attendees' own pens. Communal pen/ pencil are discouraged. Where unavoidable, pens/ pencils are to be sanitized.
- Touching is prohibited during role plays.
- Videos should be encouraged for traditionally high contact sessions, such as cooking.
- Hands are to be sanitized before distributing handouts or training material.

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- Training material can be emailed, whenever possible.
- Where possible training in partially open well-ventilated rooms.
- Utilize video technology.
- Aim to have training via online platforms.
- There should be a maximum of eight (8) attendees per group, the length/ duration of the programs when possible can be shorter with fewer attendees per classroom.
- HR Director will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

## Nurses' Station Protocol

### General Practices

- Hand washing station/ hand sanitizing station at entrance to Nurses' Station.
- Non-skid sanitized door mats.
- Nurses' Station to be cleaned before operational hours and refreshed at 12:00Noon each day.
- Clean all "high-touch" surfaces every day. High-touch surfaces include phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets, desks and tables.
- Ensure housekeepers wear face masks, gloves and apron when cleaning station.
- Ensure proper sanitary practices are followed at all times.
- Ensure gloves are worn while conducting any sanitary cleaning procedures.
- Minimize personal contact.
- Wash hands frequently for at least twenty (20) seconds.
- Masks to be worn by all when entering Nurses Station.
- Nurses' station to accommodate only one client at any given time except for a parent and child.
- Temperature check for each person entering Nurses Station (using non-touch thermometer).
- Ensure cough and sneeze etiquette maintained.
- Management will assign a COVID-19 Team Member who is responsible for enforcing these guidelines in this department.

### EMED Ambulance

- EMED established protocols will be maintained but will add mask and disposable gloves as mandatory for all calls.

### What to do if someone reports feeling sick

#### Handling Guests who displays flu-like symptoms

- If a Guest is displaying flu-like symptoms, the Tryall Nurse will be contacted (ext 4216).
- Nurse will ask the Guests to isolate themselves in one room of the villa after which she will have a phone conversation asking her relevant questions and from there she will determine if she needs to call the Ministry of Health or if she can see the Guest.

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- If Nurse should go to the villa, she should be fully attired in the necessary personal protection equipment. (PPE).
- The Guests will be given the option to see a doctor or to visit the hospital.
- If the Guest(s) have been displaying signs of the COVID-19, the Director of Club Operations will contact MOH to advise them of the situation and quarantine the villa.
- A security team will be assigned to the area to enforce the quarantine.
- Guest Services will assist with making new flight arrangements for these Guests.

### Handling staff who displays flu-like symptoms

- If a staff is displaying flu-like symptoms, the Tryall Nurse will be contacted by phone. Please do not go to the Nurses' station or Security Control.
- Nurse will ask the staff to isolate in Room 47, and then have a phone conversation to ask the relevant questions to determine if the Ministry of Health (MOH) should be called.
- The areas identified for overflow of quarantine are Seafore and Hideaway Villas.
- The Team Member's workstation, golf cart and areas of contact would be sanitized thoroughly and a contact list compiled.
- Nurse after conducting her assessment will make a decision whether the Team Members should be sent home.
- Once the Team Member is displaying signs or symptoms of respiratory illness then MOH will be notified.
- If cases are overwhelmed or MOH unable to respond before nightfall, then a decision can be made to transport home for self-isolation. The Club would make arrangements for a driver to take the Team Member home and Nurse follow up with MOH that they visit the individual and provide guidance as to self-care.
- The driver should ensure that the bus seats are fully wrapped with plastic, the bus should have open air and upon return the bus will be properly sanitized.

### Isolation Rooms/ Villas

- Ensure that appropriate hand washing facilities and hand-hygiene supplies are available.
- Stock the sink area of isolated bathroom with suitable supplies for hand washing, and with alcohol-based hand rub, near the point of care and the room door.
- Ensure adequate room ventilation.
- Post signs on the door indicating that the space is an isolation area.
- Ensure that visitors consult the health-care worker in charge (who is also responsible for keeping a visitor record) before being allowed into the isolation areas. Keep a roster of all staff working in the isolation areas, for possible outbreak investigation and contact tracing.
- Remove all non-essential furniture and ensure that the remaining furniture is easy to clean and does not conceal or retain dirt or moisture within or around it.
- Stock the PPE supply and linen outside the isolation room or area. Setup a trolley outside the door to hold PPE.
- Place appropriate waste bags in a bin. If possible, use a touch-free bin. Ensure that used (i.e. dirty) bins remain inside the isolation rooms.
- Place a puncture-proof container for sharps disposal inside the isolation room or area. □  
Keep the persons' personal belongings to a minimum. Keep water pitchers and cups,

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tissue wipes, and all items necessary for attending to personal hygiene, within the person's reach.

- Dedicate non-critical personal-care equipment (e.g. stethoscope, thermometer, blood pressure cuff and sphygmomanometer) to that person.
- Place an appropriate container with a lid outside the door for equipment that requires disinfection or sterilization.
- Keep adequate equipment required for cleaning or disinfection inside the isolation room or area, and ensure scrupulous daily cleaning of the isolation room or area.
- Set up a telephone or other method of communication in the isolation room or area to enable individuals, family members or visitors to communicate with health-care workers.

Checklist for isolation room or area trolley or table:

- Eye protection (visor or goggles)
- Face shield (provides eye, nose and mouth protection)
- Gloves
- Reusable vinyl or rubber gloves for environmental cleaning
- Latex single-use gloves for clinical care
- Hair covers
- Particulate respirators (N95, FFP2, or equivalent)
- Medical (surgical or procedure) masks
- Gowns and aprons
- Single-use long-sleeved fluid-resistant or reusable non-fluid-resistant gowns
- Plastic aprons (for use over non-fluid-resistant gowns if splashing is anticipated and if fluid-resistant gowns are not available)
- Alcohol-based hands rub
- Plain soap (liquid if possible, for washing hands in clean water)
- Clean single-use towels
- Sharps containers
- Appropriate detergent for environmental cleaning and disinfectant for disinfection of surfaces, instruments or equipment
- Large plastic bags
- Appropriate clinical waste bags
- Collection container for used equipment

Ensure individual-care equipment is given to each individual (e.g. stethoscope, thermometer, blood pressure cuff and sphygmomanometer).

### Information to be shared with each Team Member

- Symptoms of COVID-19
- Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:
  - Cough
  - Shortness of breath or difficulty breathing
  - Fever
  - Chills
  - Muscle pain

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- Sore throat
- New loss of taste or smell
- This list is not all possible symptoms. Other less common symptoms have been reported, including gastrointestinal symptoms like nausea, vomiting, or diarrhea.

### When to Seek Emergency Medical Attention

- Look for emergency warning signs\* for COVID-19. Showing any of these signs, seek emergency medical care immediately.
  - Trouble breathing.
  - Persistent pain or pressure in the chest.
  - New confusion.
  - Inability to wake or stay awake.
  - Bluish lips or face.
- This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

### How to Protect Yourself & Others

- Older adults and people who have severe underlying medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing serious complications from COVID-19 illness.

### Know how it spreads

- There is currently no vaccine to prevent the coronavirus disease 2019 (COVID-19).
- The best way to prevent illness is to avoid being exposed to this virus.
- The virus is thought to spread mainly from person-to-person.
  - Between people who are in close contact with one another, within about six (6) feet.
  - Through respiratory droplets produced when an infected person coughs, sneezes or talks.
  - These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
- Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

### Wash your hands often

- Wash your hands often with soap and water for at least twenty (20) seconds especially after you have been in a public place or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

### Avoid close contact

- Avoid close contact with people who are sick, even inside your home. If possible, maintain six (6) feet between the person who is sick and other household members.
- Put distance between yourself and other people outside of your home.

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- Remember that some people without symptoms may be able to spread virus.
- Stay at least six (6) feet from other people.
- Wear face masks when in close contact to others.
- Do not gather in groups.
- Stay out of crowded places and avoid mass gatherings.
- Keeping distance from others is especially important for people who are at higher risk of getting very sick.

### **Cover your mouth and nose with a cloth face cover when around others**

- You could spread COVID-19 to others even if you do not feel sick.
- Everyone should wear a cloth face cover when they have to go out in public, for example to the grocery store or to pick up other necessities.
- Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- The cloth face cover is meant to protect other people in case you are infected.
- Do NOT use a face mask meant for a healthcare worker.
- Continue to keep about six (6) feet between yourself and others. The cloth face cover is not a substitute for physical/social distancing.

### **Cover coughs and sneezes**

- If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash.
- Immediately wash your hands with soap and water for at least twenty (20) seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

### **Clean and Disinfect**

- Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- If surfaces are dirty, clean them. Use detergent or soap and water prior to disinfection.
- Then, use a household disinfectant.

### **Cough and Sneeze Etiquette**

- Cough and sneeze etiquette refers to simple hygiene practices everybody can take to prevent passing on respiratory infections like cold and flu to other people.

### **Why is cough and sneeze etiquette important?**

- When someone with a cold or flu infection coughs or sneezes, they release respiratory droplets. These droplets contain cold and flu virus particles that can cause infection if they enter another person's respiratory tract (e.g. when they come into contact with their nose).

The droplets released during coughing and sneezing may be inhaled, or they may land on a person's hands or hard surfaces where the virus particles can survive for hours. If a person

touches contaminated surfaces, the virus particles may be transferred to their hands. If a person touches their face with contaminated hands, it may cause infection.

### **How to practice good cough and sneeze etiquette**

- Good cough and sneeze etiquette involve taking steps to minimize the likelihood that someone else will catch your cold or flu when you cough or sneeze. There are many simple measures you can take.

### **Cover coughs and sneezes**

- Cover your mouth and nose every time you cough or sneeze. Use a disposable tissue to cover your mouth or nose if possible.
- If a cough or sneeze sneaks up on you and no tissue is available, cough or sneeze into your upper sleeve. This prevents your hands becoming contaminated with cold or flu viruses.

### **Dispose of or clean contaminated products immediately**

- Dispose of single-use tissues immediately after you cough or sneeze. Try to ensure a waste bin is available so that tissues can be disposed of (e.g. if you're in bed with the flu, put a bin beside your bed so you don't have to get up to throw your contaminated tissues away). If there is no bin, use a plastic bag to store contaminated tissues until a bin is available.
- If you cough or sneeze onto a hard surface like a desk or telephone, clean it immediately with a disposable disinfectant wipe to remove the cold and flu germs.

### **Ensure your hands are hygienically cleaned**

- Wash your hands with soap and water for at least twenty (20) seconds every time you cough or sneeze.
- Wash your hands every time you touch a contaminated object like a tissue.
- If soap and water are not available, use alcohol-based hand sanitizing products containing at least 60% alcohol. These products are also effective in removing cold and flu germs from contaminated hands.

### **Avoid touching the face**

- Avoid touching your face with your hands (especially if you know they're contaminated, for example if you've just wiped your sick child's nose). Touching the face allows cold and flu viruses to enter the mucous membranes of the nose and eyes and cause infection.

### **Avoid close contact with others**

- Stay away from work, school and other busy places as much as possible when you have an illness like cold or flu which causes coughing and sneezing.
- If you need to go to work or other busy places, avoid close contact with others, for example by not shaking hands and standing at least six (6) feet away and wear a face mask.