



GRACE HOSPITALITY CARE PROGRAM

The safety, health and well-being of our guests and Associates are our highest priority, and we are working throughout our organization's hotels and departments to ensure the highest possible standards of precautionary health measures for everyone.

We will continue to review guidance and updates from the Centers for Disease Control and Prevention (CDC), as well as local health authorities, to ensure that we are doing everything possible to keep people safe. As this is a fluid situation, we believe that communication is crucial in providing the necessary information and resources for all of our Associates and guests. As such, this guideline will be subject to changes and amendments as the situation evolves.

Grace Hospitality is committed to making decisions to best care for the health and safety of our guests and Associates. As part of this commitment, we are taking these important steps in our guidelines to elevate our focus beyond our customary high standards of sanitation, cleaning, and employee hygiene in response to COVID-19. Here are some key points of our guidelines:

- Sanitizing the surfaces of all key guest touchpoints every 30 minutes as much as possible.
- Following current cleaning procedures using proven and effective sanitizing products provided by our chemical vendor.
- Wearing gloves and approved masks where applicable.
- Thermal temperature scans of all Associates daily.
- Our onsite management teams will reinforce stringent handwashing practices requiring associates to wash their hands every 60 minutes or between tasks.
- Our onsite management teams are to ensure all hand sanitizer stations are stocked and operating properly, as well as adding additional sanitizing stations throughout our operations as needed.

- We will have established frequent, internal company-wide communications to keep informed and educate everyone on updates. This subject will be an agenda item on every Tuesday call and more frequently if needed.
- We will constantly monitor the latest guidance provided by the CDC and all local and state public health authorities on COVID-19
- We will communicate new or specific and enhanced procedures for preventing the spread of the virus and steps to reduce the risk of exposure and other guidelines as this situation evolves
- We believe and will strive for internal communication that will be crucial in providing the necessary resources for all of Associates and guests, and to position our hotels with the ability to quickly validate new information and respond accordingly.
- All Associate meetings including weekly management meetings shall have COVID procedures and issues as a discussion item on the agenda
- Request corporate office involvement as needed.

HEALTH & SANITATION GUIDELINES

1 Employee & Guest Health

The health and safety of our Associates and guests is our number one priority.

Thermal Screening. Grace has adopted a policy of requiring all our Associates to have a thermal temperature screening before beginning their shift and maintaining records of the screening. Associates with a temperature reading of 100.0°F or above will not be allowed to work and will be advised to seek appropriate medical care. A manager will be responsible for taking the thermal scan and documenting the Associate's name, date, time, and scan reading. In addition, Associates will be asked if they have had any contact with someone diagnosed with COVID and if they currently have a cough. Associates who have had contact with a person diagnosed with COVID or have a cough will not be allowed to work. Our Thermal Screening documentation (Exhibit A) will need to be preserved and kept on file by the General Manager. Screening should be conducted as discreetly as possible and records maintained in a restricted file with limited access as any other Associate personnel matter. We are not requiring our guests to be thermal screened at this time. The exception might be the Prescott Resort, given we will follow the directives of the Tribe.

Physical Distancing. If necessary, our policy will be to politely advise our guests to practice physical distancing by staying at least six feet away from other groups of people not traveling with them, while standing in lines, using elevators, in public areas or moving around any other areas of our property. Associates will also practice

physical distancing by standing at least six feet away from guests and other Associates whenever possible.

Face Coverings. Associates and guests are required to wear masks or face coverings that covers the nose and mouth area while in public areas or public spaces of the hotel. Children two years old or younger are not subject to this policy. Each property will have disposable masks available on a complimentary basis to provide to our guests who do not have their own face covering.

Hand Sanitizer. Hand sanitizer dispensers will be placed at key guest and Associate entrances and other contact areas, such as hotel lobbies, restaurant entrances, meeting spaces, elevator landings, and pools. A sanitizer will be added as a guest amenity to the guest room.

Front of the House Signage. Signage will include a health and safety message to our guests. A physical distancing sign will be provided for the front desk area by Grace Hospitality.

Associate Reminders, Associates will be kept informed and trained on our mandatory mask and glove policy, as well as department specific procedures. Grace Hospitality will provide signage, which will be posted in Associate areas reminding Associates of the requirement to wear gloves and masks while on duty. Grace will provide those signs.

- Front Desk Associate gloves are optional as it is impractical to change gloves after every guest contact.
- All other Associates are required to wear Grace Hospitality's approved mask and gloves while on duty. On duty is defined as the work time an Associate is being paid other than scheduled breaks. Associates should be reminded to wash hands frequently (at least every 60 minutes) and to avoid touching their faces.

Employee & Guest Health Concerns. Associates are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with obvious symptoms of COVID-19. Associates who are exhibiting any of the symptoms of COVID-19 while on our properties are instructed to immediately notify their manager or the manager on duty. Managers are to assist any Associate with leaving the property or seek medical attention if the Associate is in any type of distress. Guests will be advised to seek medical assistance and directed to the nearest hospital. If necessary, we will contact the local health department or environmental services for advice and assistance. In the event that a situation might include the involuntary removal of a guest from our hotel, please try to contact one of us from

the corporate office in advance if possible, for assistance.

2 Associate Responsibilities. Grace Associates are vital for an effective sanitation and health program.

Hand Washing. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of all viruses. All hotel Associates will be instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and going on break or before and after starting a shift.

COVID-19 Training. All Associates will receive training as needed on COVID-19 safety and sanitation protocols with more comprehensive training for our teams who have frequent guest contact, including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Front Desk. Accurate Chemical will conduct training of their products and sanitation protocol as our approved partner in establishing our protocols.

Personal Protective Equipment (PPE). Gloves and masks will be provided to Associates and are mandatory to wear while on duty. Gloves are optional for front desk Associates. Associates with private offices may remove their masks and gloves when in their office.

3 The Guest Arrival. Front Desk Associates must practice as much non-contact/ non-touch as possible. Keys are to be sanitized and all surfaces and equipment, such as credit card machines, keyboards, computers, phone system, key making machines, pens etc. are to be sanitized at least once an hour and as much as possible after each check in/ check out. Hotel guest elevator standards are as follows:

Hotel Guest Elevators

- a) An Associate will sanitize the button panels at regular intervals, at least once per hour.
- b) Signage will be posted to explain the current procedures and capacity for elevators.

c) No more than four guests/Associates will be permitted per elevator.

- 4 Cleaning Products and Protocols.** Our hotels are using cleaning products and cleaning protocols provided by Accurate Chemical, which meet EPA guidelines and are approved for effective use against viruses, bacteria and other airborne and bloodborne pathogens.

Public Spaces and Communal Areas. Public and communal spaces need to be cleaned, sanitized, and monitored every hour with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, stair handrails, and seating areas.

Guest Rooms. Accurate Chemical is providing cleaning and sanitizing products and cleaning protocols for use in our guest rooms, with particular attention paid to high-touch items, including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and air conditioning and lighting switches. All paper pads, pens, stationary, magazines and other handouts shall be removed. Guest directories should be removed as well.

Laundry. All bed linen, towels, and bathmats will be changed only after a check out. Laundry will continue to be washed at a high temperature and in accordance with CDC guidelines and Accurate Chemical recommendations. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility or to the pickup spot for offsite laundry services.

Back of the House. The frequency of cleaning and sanitizing areas not accessible to our guests will also increase especially in high traffic and back of house areas with an emphasis on the employee dining/break rooms, employee entrances, employee restrooms, loading docks, offices, kitchens, and banquet areas.

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

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

enhanced sanitization protocol by a licensed third-party expert.

Retail Spaces. In coordination with our tenants, guest occupancy limits will be enforced to allow for appropriate distancing at our facilities or our leased areas.

Pools. Pool seating will be configured to allow for at least six feet of separation between groups of guests.

Back of the House. Physical distancing protocols will be used in the Associates dining rooms and shared office spaces.

Department Specific Sanitation Polices

Hotel Operations

5 Pool Operations

Cleaning & Sanitizing Protocol

- a) Chaise lounges and chairs or tables to be sanitized as often as possible.
- b) Chaise lounge chairs set with appropriate physical distancing.
- c) Maintain proper chemical levels and document daily or twice a day readings.

6 Public Areas

Cleaning & Sanitizing Protocol

- a) Associates to sanitize the following areas at least once per hour.
 - Guest elevators.
 - Guest tables and counters.
 - Hotel entry doors.
 - Exterior benches.
 - Trash bins.
- b) All front of house restrooms to be sanitized at least once per hour.

7 Front Office

Cleaning & Sanitizing Protocol

- a) Sanitize all guest touchpoints after each transaction including credit card devices, pens, and registration countertops.
- b) Room keys to be sanitized before issuing.
- c) Offices, PBX area, registration desks to be deep cleaned and sanitized once a day.

Physical Distancing Protocol

- a) Restructure workstations to provide appropriate six-foot intervals.
- b) Implement peak period queuing procedures for guest social distancing.

8 Housekeeping

Cleaning & Sanitizing Protocol

- a) Carts, trolleys, and other housekeeping equipment to be sanitized at the start and end of each shift.
- b) Guest linen will be delivered and removed from guest rooms in single use sealed bags.
- c) Back of house restrooms will be cleaned and sanitized at least once every four hours.

Physical Distancing Protocol

- a) Housekeeping Associates will not enter an occupied guest room.
- b) Guests will be notified of our cleaning protocol at check in.
- c) Guests will be instructed to leave waste baskets outside door for removal and replacement.
- d) Linen or towel needs will be bagged by the guest and left outside the door. Housekeeping will pick up the bags and deliver a new bag with the replacement items.
- e) All other guest requests for additional services will be directed to contact the front desk.
- f) All reusable collateral to be removed from rooms.
- g) Disposable collateral to be disposed and changed after each guest.
- h) Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request.
- i) Specific sanitation consideration will be paid to the following guest room areas:
 - Desks, counter tops, tables, and chairs
 - Phones, tablets, and remotes
 - Thermostats
 - Cabinetry, pulls and hardware
 - Doors and doorknobs
 - Bathroom vanities and accessories
 - Bathroom fixtures and hardware
 - Windows, mirrors, and frames
 - Lights and lighting controls
 - Closets, hangers, and other amenities

SPA, SALON & FITNESS CENTER

Fitness Center

- a) Maintain physical distancing, to the extent possible.
- b) Provide and require employees to wear masks when possible.
- c) Provide access to soap and water for handwashing or an alcohol-based hand sanitizer at stations around the center for use by employees and clients. Require employees to regularly wash hands for at least 20 seconds.
- d) Operate with reduced occupancy and capacity based on the size of the business location with special attention to limiting areas where guests and employees can congregate. Wipe any pens, counters, or hard surfaces between use.

- e) Implement comprehensive sanitation protocols, including sanitizing gym equipment before and after every use.
- f) Provide disposable disinfectant wipes, cleaner, or spray so patrons can wipe down frequently touched surfaces on gym equipment.
- g) Consider offering cloth face coverings to employees to wear. Consider posting signs advising customers and employees of expectations and guidance.
- h) Train all Associates in the above safety actions. Arrange cardio equipment so that appropriate physical distancing can be adhered to.
- i) Ensure adequate equipment for guests to minimize sharing to the extent possible or limiting use of equipment by one user at a time and cleaning and disinfecting between use. Implement enhanced sanitation of locker room areas.
- j) Require Associates, guests, and patrons to clean out lockers nightly to facilitate overnight deep cleaning processes.
- k) Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- l) Wear disposable gloves when handling used towels from guests.
- m) Do not shake used towels.
- n) Clean and disinfect bins that hold used towels according to guidance for disinfecting surfaces and after handling used towels, remove gloves.

FOOD & BEVERAGE

9 Restaurants, Bars & Lounges

Cleaning & Sanitizing Protocol

- a) Host Podiums, including all associated equipment, to be sanitized at least once per hour.
- b) Service stations, service carts, beverage stations, counters, handrails, and trays to be sanitized at least once per hour and logged by a manager.
- c) POS terminals to be sanitized between each user and before and after each shift.
- d) Dining tables, bar tops, stools, and chairs to be sanitized after each use.
- e) Condiments to be served in single use containers (either disposable or washed after each use).
- f) Check presenters, pens, and all other reusable guest contact items to be either sanitized after each use or used only once.
- g) Menus to be single use and/or disposable.
- h) Sanitize trays (all types) and tray stands after each use.
- i) Storage containers to be sanitized before and after each use.
- j) Food preparation stations to be sanitized at least once per hour.
- k) Kitchens to be deep cleaned and sanitized at least once per day.

Physical Distancing Protocol

- a) Greeters and managers to manage physical distancing at entries, waiting

- areas and queues.
- b) Peak period queuing procedures to be implemented when guests are not able to be immediately seated.
- c) Tables and booths to be utilized with appropriate physical distancing between each family or traveling party.
- d) Reduce bar stool count to provide appropriate physical distancing

Guest Considerations

- a) All self-serve condiments and utensils to be removed and available from servers
- b) All straws to be wrapped
- c) All food and beverage items to be placed on the table, counter, or other surface instead of being handed directly to a guest

10 In Room Dining

Cleaning & Sanitizing Protocol

- a) All equipment will be sanitized prior to assigning for the shift
- b) Associates assigned to individual stations (including Sales Agents) will sanitize their stations and all equipment at least once per hour and at each change of shift

11 Catering & Banquets

Cleaning & Sanitizing Protocol

- a) All shared equipment and meeting amenities to be sanitized before and after each use or used only once if not able to be sanitized.
- b) All linen, including underlays, to be replaced after each use.
- c) Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms.

Physical Distancing Protocol

- a) All buffet and self-serve style events to be suspended until further notice.
- b) All food and beverage items to be individually plated and served.
- c) Coffee and other break items to be attended and served by a server.
- d) Flatware to be provided as a roll-up.
- e) Condiments to be served in individual sanitized individual containers.
- f) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows guest considerations.
- g) Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations.
- h) Develop examples of physically distanced on floor plans for Hotel Sales & Convention Services use.
- i) Create modified menus to showcase styles of service and items currently available.

SALES

12 Hotel Sales & Convention Services

Cleaning & Sanitizing Protocol

- a) Sanitize conference room doors, tables, chairs light switches and other equipment after each group use.

Physical Distancing Protocol

- a) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing.
- b) Site inspections and meetings will be done with appropriate physically distancing.

Guest Considerations

- a) Provide example of physically distanced floor plans (in coordination with Catering & Banquets.
- b) Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines.
- c) Provide sanitizer stations.

SECURITY

13 Security Operations

Cleaning & Sanitizing Protocol

- a) All contact surfaces in the security area to be sanitized at the completion of a shift.
- b) Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed.

Physical Distancing Protocol

- a) Standard protocols will be followed unless a specific incident requires more invasive contact.
- b) Security Officers to assist with enforcing physical distancing protocols in guest queuing areas as required.

