



Quivira Los Cabos CARE Pledge

COMPLETE ACTION PLAN

In light of the current COVID-19 situation, we understand how crucial it is to establish new standards of cleanliness, hygiene and social distancing. To ensure a safe environment for our Quivira Los Cabos residents and staff members, we have partnered with various medical specialists and PREVERISK, a global leader in consulting. PREVERISK is certified in preventive protocols of COVID-19 (COVID-19 Hygiene Response Certificate), disinfection, hygiene, general sanitation, and food safety.

In addition to tapping the expertise of our consultants, we are also ensuring that the hygiene practices implemented at the community facilities in Quivira Los Cabos and at the Pueblo Bonito resorts will meet or exceed the recommendations of local and international health authorities. At all times, our priority is the health and safety of our owners, guests and coworkers.



SOME OF THE NEW STANDARDS OF THE **QUIVIRA** **LOS CABOS CARE PLEDGE** INCLUDE:

MAIN ACCESS

- ✓ Anyone who wishes to enter the Quivira Los Cabos Development must wear a face mask.
- ✓ We ask that you please inform any visitor you may have of this requirement prior to their arrival (service providers included).
- ✓ All external guests must first pass through the sanitization cabin.



OFFICES & CONSTRUCTION

- ✓ The use of face masks and antibacterial gel will be mandatory throughout the administration, customer service, and construction offices.
- ✓ The offices will be sanitized daily, and the bathrooms and main accesses will be sanitized more additional times throughout the day.
- ✓ We will continue with the home office policy as necessary to minimize office interaction.
- ✓ The security personnel of each community will carry out sanitation measures, such as checking for face masks and taking temperatures, to control personnel access to the communities.

STAFF

- ✓ Sanitization booth for Quivira staff located at staff entrance. All personnel will be sanitized daily upon arrival. Temperatures will also be checked with a digital laser thermometer.
- ✓ All personnel will wear masks.
- ✓ Our employee dining rooms have been modified and their maximum capacities reduced to allow for the adherence to social distancing guidelines.
- ✓ The transportation of employees has also been modified to adhere to social distancing guidelines. The maximum capacities have been reduced by 50%, and all vehicles have hand sanitizer available.





QUIVIRA GOLF CLUB

- ✓ Sanitization of golf carts and balls before and after use.
- ✓ Maximum capacities established for reception and practice areas.

Intervals between tee times increased to 15 minutes.
- ✓ One golf cart per person, unless otherwise requested by family members.
- ✓ New rules established to limit touch points during play (example: flagsticks to remain in the hole, bunker rakes to be removed, etc.)
- ✓ Comfort stations will no longer be self-serve. The food and drink will now be served by staff members wearing masks and following proper safety protocols.
- ✓ Hand sanitizer will be available at each comfort station.



QUIVIRA STEAKHOUSE

- ✓ Hand sanitizing stations have been placed in entrances and public restrooms.
- ✓ Tables have been rearranged and separated by a distance of 3 meters.
- ✓ Menus will be digital and can be downloaded via the Pueblo Bonito App. Physical menus will be removed.
- ✓ To reduce contact, it will not be necessary to sign the receipt or check by hand. Diners will be able to sign electronically.
- ✓ All personnel will wear masks.

THE MARKET AT QUIVIRA

- ✓ Sanitization tunnel at the main entrance of The Market.
- ✓ Hand sanitizing stations have been placed in entrances and public restrooms.
- ✓ Tables have been rearranged and separated by a distance of 3 meters.
- ✓ Menus will be digital and can be downloaded via the Pueblo Bonito App. Physical menus will be removed.
- ✓ To reduce contact, it will not be necessary to sign the receipt or check by hand. Diners will be able to sign electronically.
- ✓ All personnel will wear masks.



DOG PARK

- ✓ When visiting the dog park, we ask that you comply with social distancing guidelines and keep a distance of 2 meters/6.5 ft from other residents. To help residents adhere to this, the maximum capacity for the dog park has been set to 4 pets (plus their owners) at one time.
- ✓ Use of face masks and antibacterial gel at the park entrance is mandatory
- ✓ We would like to take this opportunity to remind you that it is important to collect the feces of your pets.
- ✓ Waste bags are available within the park, and there are several collection canisters available for your convenience.

QUIVIRA BOTANICAL GARDEN

- ✓ While enjoying the Quivira Botanical Garden, we ask that you please maintain a physical distance of at least 2 meters/6ft from other residents.
- ✓ The use of face masks while within the park is mandatory
- ✓ Touching plants in the Quivira Botanical Garden is strictly prohibited

BENCHES & SIDEWALKS

- ✓ While using benches, sidewalks and other community amenities, we ask that you please maintain a physical distance of at least 2 meters/6ft from other residents.
- ✓ Personal use of benches, sidewalks and other community amenities does not require a face mask, as long as groups are comprised of members from the same family or same residence. However, if you are part of a diverse group, the use of face masks will be mandatory.

Q LIFE

We believe the Q Life program is an important part of the Quivira lifestyle, and that we can responsibly begin offering certain activities under the following guidelines:

- ✓ To participate in activities, owners and guests must first use hand sanitizer. Wearing face masks will also be mandatory, unless all participants are from the same family or same residence.
- ✓ All equipment, including bicycles, helmets, yoga mats, etc., will be sanitized before use and in the presence of the participant with a Social distancing guidelines will be implemented across all activities (participants must maintain a physical distance of 2 meters/6.5 ft)



- ✓ While using Q Life amenities such as the trails and cart paths, we ask that you please maintain a physical distance of at least 2 meters/6ft from other residents.
- ✓ Personal use (not as a participant of an organized activity) of trails and cart paths does not require a face mask, as long as exercise companions are from the same family or same residence. However, if you are part of a diverse group, the use of face masks will be mandatory.



SHUTTLE SERVICE

- ✓ Maximum capacities for vehicles will be reduced to 50%, excepting cases when all passengers are from the same family or same residence.
- ✓ Seating will be subject to social distancing guidelines.
- ✓ The vehicle will be sanitized internally after each completed service (approximately every half hour)
Guests will not be able to sit in the passenger seat next to the driver.
- ✓ The driver will offer every passenger antibacterial gel as they enter the shuttle.

COMMON AREAS

Common Areas & Amenities within Residential Communities:

- ✓ New safety measures will also be implemented throughout the common areas and amenities specific to each Residential Community. Those actions will be coordinated by the HOAs and a separate letter will be sent regarding their efforts.

IN CASE COVID-19 CASES ARE DETECTED WITHIN QUIVIRA LOS CABOS, THE FOLLOWING PROCEDURES ARE IN PLACE

- ✓ An onsite detection team comprised of a physician, the general manager, operations manager and head of security has been created to work in coordination with health authorities.
- ✓ Protocol has also been established to handle the situation should a potential case of COVID-19 be detected.
- ✓ 24/7 medical service available.

