

PHASED PLAN TO MARKET RECOVERY

1 IMMEDIATE ACTION

ENSURE ISLAND PARTNERS HAWAI'I EMPLOYEE WELL-BEING

- Current work from home policy
- Physical distancing
- Sanitizing
- Hygiene
- Training
- Personal protective equipment (PPE)
- Increase virtual contact

GATHER VENDOR PARTNER SAFETY PLANS

- Open dialogue to collect what our vendor partners are putting into place
- Adopt/adapt best practices
- Create vendor partner agreements on best practices required for events

RESEARCH AND EDUCATION

- Vigorously research what the future of event planning will be
- Collaborate with industry partners and clients to be prepared for the return of events
- Remain updated on status of vendor partners in each market
- Adjust current practices to new social distancing requirements

2 AS MARKETS REOPEN

ADJUST TO CDC/GOVERNMENT GUIDELINES

- Understanding of requirements for each locale
- How do new rules affect our services

SAFETY PLANS READY TO LAUNCH

- All required PPE for Island Partners Hawai'i staff to be readily available and/or distributed
- Resources for PPE for client events vetted
- Island Partners Hawai'i will only work with vendor partners who will sign our Supplier Agreement or confirm that their safety protocols are in alignment with Island Partners Hawai'i policies
- Any additional protocols that any individual vendor partner requires will be noted in our proposals

CLIENT SUPPORT IN PLANNING

- Communicate our safety protocols to our clients
- Recommendations on floor plans, transport, registration, etc. based on proper social distancing guides
- Exploration and sharing of new ideas on combining virtual and physical conferences

3 MARKET RECOVERY

OPERATE UNDER CDC/GOVERNMENT GUIDELINES

- Have all adjustments made as the country opens up to all travel and meetings
- Ensure all vendor partners have made policy revisions
- Update all sales literature

CONTINUE AND UPDATE SAFETY PLANS

- Be sure all Island Partners Hawai'i staff have access to additional PPE
- Keep advised of local industry changes and recommendation

BE AN INDUSTRY LEADER

- Stay up-to-date with new methods, new technologies, new products/services
- Be transparent with clients with all recommendations





STANDARD SAFETY PRACTICES OVERVIEW

EMPLOYEE HEALTH

The safety of our employees is priority. We have initiated a company-wide Stay at Home order for all employees at this time. Prior to the pandemic, Island Partners Hawai'i had an existing work from home policy, so this crisis has had minimal effect on our response time or productivity. However, now all employees are working remotely and using internal video conferencing.

Upon returning to a workplace, employees will be asked to remain at home if feeling unwell. Any employees presenting any symptoms of COVID19 while at the workplace will contact their manager immediately and be sent home. We are requiring that night cleaning services wipe down and disinfectant all high-touch points as part of their normal routine. We also ask our employees to frequently wash their hands throughout the day as well as wiping down any common areas with a disinfectant (such as bleach wipes) upon touching these surfaces.

PHYSICAL DISTANCING

We will follow all Federal, State, and Local mandates pertaining to each of our offices. Employees will be trained on social distancing and proper hygiene.

In respect to client-based meetings, we will minimize the number of personnel who will encounter our clients, vendors, and hoteliers to reduce exposure. Meetings on site will adhere to social distancing guidelines and our Island Partners Hawai'i employees will wear masks during any physical meetings and refrain from shaking hands.

HAND WASHING

Correct hygiene and frequent hand-washing with soap is vital to help combat the spread of the virus. All Island Partners Hawai'i employees will be instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving rooms, going on break, and before or after starting a shift.

SANITIZING

Island Partners Hawai'i will provide its employees (including onsite staff) access to hand sanitizer during work hours/shifts. Employees will be reminded to wipe down any high-touch points. Paperwork will be distributed electronically whenever possible to all applicable parties.

COVID-19 TRAINING

All employees (including onsite staff) will receive training on COVID-19 safety and sanitation protocols. This video training will always be available for employees to access.

PERSONAL PROTECTIVE EQUIPMENT, (PPE)

Island Partners Hawai'i employees will be required to wear masks for any in person meeting (i.e. airport arrivals, hospitality desk, etc.). Gloves will be provided to those staff handling any items to be passed to guests. Gloves will be disposed of after single use.

STAFF BRIEFINGS

Island Partners Hawai'i will conduct all staff briefings via video or in areas conducive to social distancing where staff may have at least 6' between each another.

SERVICE PROTOCOLS: Island Partners Hawai'i has worked diligently with our key stakeholders to ensure the level of all safety standard protocols to provide for the safety of our employees, vendors, and client attendees. (*Note that any Federal, State, or Local mandate will supersede any or all Island Partners Hawai'i policies) Island Partners Hawai'i will only work with vendor partners who will sign our Supplier Agreement or submit their safety protocols for review and confirmation that they are in alignment with.

Island Partners Hawai'i Safety Standard Practices and policies as outlined below:

- Employees required to wash hands with soap and water or use hand sanitizer frequently throughout the day for 20 seconds
- Employees required to keep 6' social distance whenever possible
- Employees required to wear masks where they have close contact with others
- Employees required to wear gloves when handling any item touched by participants
- Employees required to stay home if they do not feel well
- All employees are to be trained on safety and best practices
- Signage and advisories will be required by suppliers and venues as required by Federal, State, and Local laws

