



STANDARD SAFETY PRACTICES

The following information is subject to updates based on CDC, Federal, State and/or Local protocols, ordinances, and mandates. Changes may be made without notice to accommodate the most current guidelines and mandates.

Dear Clients and Partners,

From the beginning of the COVID-19 pandemic, we knew that our personal and professional lives would not be the same. We also knew the worst would pass and we would be able to return to conducting business, although with significant modifications. This is why we have adopted a *Phased Plan to Market Recovery* with the objective being to share our “road map” to navigating the New Normal environment with you – our approach to development and now implementation of safety protocols that protect our employees, customers, and vendor partners as we work together in this new business landscape.

We are still in the Market Reopening phase of our plan as most states are slowly moving to open their economies. Our team followed CDC, state, and local government guidelines and consulted with select clients and vendor partners to develop our safety protocols. The following pages contain *Standard Safety Practices* that our team is implementing as our business returns to operations. These practices will evolve as our industry moves from Reopening to Recovery.

Our entire Island Partners Hawai'i team appreciates your support and partnership; we remain committed to keeping you updated with information as necessary. We hope our *Standard Safety Practices* provide you with the comfort to continue doing business with us as we all face the challenges of the New Normal.

Thank you,

Johan Marzuki
President

GOVERNMENTAL GUIDELINES

A. CDC DISINFECTING AND CLEANING GUIDELINES

Links provided here are current CDC guidelines on properly cleaning and sanitizing of high-touch surfaces. These guidelines will be referred to for all vendors and staff:

[Cleaning and Disinfection for Community Facilities: Interim Recommendations for U.S. Community Facilities with Suspected/Confirmed Coronavirus Disease 2019 \(COVID-19\)](#)

[Cleaning and Disinfecting Your Facility: Everyday Steps, Steps When Someone is Sick, and Considerations for Employers](#)

B. FEDERAL, STATE, AND/OR LOCAL GUIDELINES

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures during the state of the COVID-19 pandemic.



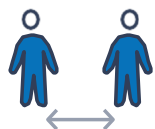
Island Partners Hawai'i Employee Guidelines



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 COVID-19 while at the workplace will contact their manager immediately and be sent home. We are requiring that night cleaning services wipe down and disinfect 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 and refrain physical meetings and refrain from shaking hands.



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 staff, vendors, hoteliers, and clients.

EMPLOYEES' RESPONSIBILITIES

Island Partners Hawai'i recognizes that it starts with the individual to help flatten the curve. The following steps will be taken by all employees:



Hand Washing

Correct hygiene and frequent hand-washing with soap is vital to help combat the spread of the virus. All Island Partners Hawaii 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.



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.



Protocols Per Service Provided By Island Partners Hawai'i

Island Partners Hawai'i will make every effort to ensure 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's policies). 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 policies as outlined below:

- a. Employees required to wash hands with soap and water for 20 seconds or use hand sanitizer frequently throughout the day
- b. Employees required to keep 6' social distance whenever possible
- c. Employees required to wear masks where they have close contact with others
- d. Employees required to wear gloves when handling any item touched by participants
- e. Employees required to stay home if they do not feel well
- f. All employees are to be trained on safety and best practices

Beyond the above conditions, Island Partners Hawai'i has listed below further requirements based on services provided to our clients:

A. ACTIVITIES/TOURS

- a. Guides will no longer shake hands
- b. Plastic facemasks for staff and use of headsets/speakers where needed
- c. Groups may be limited in size or staggered into smaller groups where possible (i.e. timed tickets to spread out numbers of people visiting a location at once)
- d. Any vehicle used for tours will be disinfected prior to each activity
- e. Some tours may consider using less populated areas
- f. Request participants to maintain social distancing
- g. Some activities may require temperature readings of guests (i.e. boats, theme parks)
- h. Vendors required to disinfect any gear/equipment used before and after each use
- i. If food is served, small groups will be plated or

boxed. Larger groups may go to a "grab and go" style of pre-boxed foods

- j. Any waters or snacks on activities, if allowed, will be handled with gloved hands
- k. Island Partners Hawai'i Online Tour website provides tour "ticket" and instructions already – no need for coming to a desk unless there are questions. Provide a phone number (email is already provided) for guests in instructions to call instead of coming to a desk onsite
- l. Island Partners Hawai'i waivers may be signed in advance and sent electronically

B. RESTAURANTS

- a. Thoroughly detail-clean and sanitize entire facility, especially if it has been closed. Focus on high-contact areas that would be touched by both employees and guests. Do not overlook seldom touched surfaces. Follow sanitizing material guidance to ensure it is at effective sanitizing strength and to protect surfaces
- b. Avoid all food contact surfaces when using disinfectants
- c. Between seatings, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops, and common touch areas. Single-use items should be discarded. Consider using rolled silverware and eliminating table presets
- d. Clean and sanitize reusable menus. If you use paper menus, discard them after each customer use
- e. Make hand sanitizer readily available to guests
- f. Floor plans to be updated and redesigned for maximum distance between table setups
- g. Limiting of party sizes as recommended by the CDC
- h. Servers or other staff may wear masks or other PPE
- i. Minimize guest waiting/congregating in common areas



Protocols Per Service Provided By Island Partners Hawai'i

C. VENUES

- a. Completely sanitize and clean the building after guests use. This should include sanitizing all contact surfaces from the entry to guest exits as well as the restrooms and any food service areas
- b. Hand sanitizer stations will be prevalent in all entries and exits as well as the main guest areas and all restrooms
- c. Dedicated staff to monitor and maintain venue space and bathrooms regularly during events, especially high-touch contact surfaces
- d. All food stations will be manned by attendants and will follow strict protocol for guest service ensuring that only the attendant is touching any food prep/service items
- e. Group sizes may be restricted
- f. Seating limits and/or spacing between tables

D. CATERING

- a. Closely monitor symptoms of employees (i.e. temperature checks, physical symptoms, etc.)
- b. Plated service will be preferred
- c. Limit surfaces for guests to touch (i.e. chef attended stations)
- d. All kitchen and warehouse and delivery employees must wear masks covering mouth and nose
- e. All kitchen and warehouse and delivery employees must wear non-latex gloves with frequent replacement
- f. Constant cleaning of kitchen surfaces with alcohol-based products required
- g. Delivery drivers will sanitize all trucks after every delivery
- h. Hand sanitizing products stocked on all delivery trucks
- i. Provide pre-wrapped single use utensils if required by client
- j. Seating limits and/or spacing between tables

E. DECOR

- a. Crews will no longer shake hands
- b. If gloves are not used, crews will be instructed to wash their hands frequently throughout the day and before and after touching props or materials
- c. All props and decor in the warehouse are sprayed with disinfected solutions and will continue to do so after each use
- d. Glass vases/vessels to be sanitized/disinfected
- e. Linens will be washed between uses
- f. All vans/trucks are to be stocked with disinfecting wipes and hand sanitizer
- g. Staff will reduce interaction with others when on site, with only one main contact to interact with client for approvals (which may include d/s/s logistical planning to minimize exposure)

F. ENTERTAINMENT

- a. Vendors required to disinfect any equipment/props used during the event and after each time a participant contacts an item
- b. Any floor (off-stage) musical entertainment is required to have a 6' perimeter
- c. Any high-touch games or equipment will include an attendant to clean after each use
- d. Any national entertainment that requires rehearsal, the room must be closed to all other personnel



Protocols Per Service Provided By Island Partners Hawai'i

G. TRANSPORTATION

- a. Hand sanitizer will be available for guests at the front of the vehicle
- b. Drivers may wear masks, gloves, or other PPE
- c. Interior of vehicles will be disinfected before leaving the garage
- d. Seats behind drivers in vehicles may be purposely left empty to ensure proper social distancing from drivers
- e. Limiting of physical material between driver/passenger
- f. Removal of printed and reading materials from seat-back pockets
- g. Interruption of candy, mints, water, or beverage offerings that are not sealed individually unless requested
- h. Driver greets may be prohibited by vendors to reduce exposure of drivers
- i. Limit the number of guests per vehicle
- j. Staging areas must adhere to social distancing
- k. Staggered times for departures may be required depending on group size
- l. If any participant has been recognized by a health or medical professional as having or being exposed to COVID-19, any vehicle that they were in will be taken out of service and completely decontaminated
- m. Vehicles may be required to have multiple windows open to allow fresh air to circulate throughout

H. ISLAND PARTNERS HAWAI'I STAFF / REGISTRATION DESK

- a. Hand sanitizer will be available for all staff during shifts
- b. Staff will wear masks for any service requiring close contact with attendees (i.e. airport)
- c. When lei greetings are provided, sanitized leis can be provided in a sealed plastic bag to minimize close contact with guests
- d. Island Partners Hawai'i will provide training (webinars) to all onsite staff on proper social distancing and monitoring of vendors to disinfect areas
- e. Island Partners Hawai'i is changing the style of staff name badges to be lanyard style identification cards with photo of staff person's face
- f. Island Partners Hawai'i will provide a "standby" staff person to take the place of any sick employee
- g. For Registration or Tour desks:
 - i. Island Partners Hawai'i will provide posters and/or floor markings with social distancing assistance
 - ii. Registration desk to be wiped down after each guest
 - iii. All staff supply bags to be sanitized daily
 - iv. Sneeze shields can be provided upon request
 - v. Credit card machines to be wiped down after every transaction
 - vi. Dedicated pen for guest use only; also to be wiped down after every use
 - vii. A cash tray for any handling of any cash/change; also to be wiped down after every use
 - viii. Keep brochure rack out of direct reach by clients. Brochure to be handed by staff (wearing gloves) to clients. Dispose of left behind brochures touched by clients

