



GUEST
SERVICES

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To: All Guest Services Employees
From: Guest Services' Executive Office
Re: Safe, Healthy Workplaces
Date: March 6, 2020

Safety is a number one priority for Guest Services, and as the Centers for Disease Control continues to monitor the spread of the COVID-19 Virus ("Coronavirus"), we are reminding our employees of best practices to keep our workplaces safe and healthy.

Although there is no cause for alarm, we ask all employees to cooperate in taking steps to reduce the transmission of communicable diseases in the workplace. Employees are reminded of the following:

- Stay home when you are sick.
- Wash your hands frequently with warm, soapy water for at least 20 seconds especially after using the rest room; before and after eating; and after blowing your nose, coughing, or sneezing.
- Avoid touching your face.
- Cover your mouth with tissues whenever you sneeze; discard used tissues in the trash; then wash your hands.
- Avoid people who are sick with respiratory symptoms.
- Clean and disinfect frequently-touched surfaces with approved cleaning sprays or wipes.

It is critical that employees do not report to work while they are experiencing respiratory symptoms such as fever, cough, shortness of breath, sore throat, runny or stuffy nose, body aches, headache, chills or fatigue. Currently, the Centers for Disease Control and Prevention recommends that employees remain at home until at least 24 hours after they are free of fever (100 degrees F) or signs of a fever without the use of fever-reducing medications.

Guest Services provides Paid Time Off to compensate employees who are unable to work due to illness, and we will advance employees up to 40 hours of Paid Time Off should they have the above symptoms. Employees who report to work ill will be sent home in accordance with these health guidelines.

During this outbreak, we encourage employees to conduct business via conference calls instead of face-to-face meetings, and to curtail non-essential business travel. If you are planning to travel or have returned to the U.S. after traveling to mainland China, Iran, South Korea, or Italy, please notify your manager immediately before returning to work. We will require you to not return to work for a period of 14 symptom-free days.

Should a guest ask you about Guest Services' practices to protect them against virus transmission, please assure them that

- Our employees have been trained to carefully follow the CDC's guidelines (above) in preventing virus transmission.
- Our workplaces are stocked with sanitizer, and surfaces are regularly cleaned with disinfecting wipes or sprays.
- Items that guests touch frequently such as door handles are wiped with disinfectant throughout the day.

As always, if you believe that your workplace is not a safe, healthy place to work, please immediately notify your manager or the GSI Helpline at (877) 220-1672. You may also contact the Human Resources department with any questions or concerns at hr@guestservices.com or (703) 849-9380.

Finally, for additional resources on preventing the Coronavirus, please log into the Core and search for the 20-minute Viral Infection Prevention webinar hosted by Bill Briggs, Director of Safety and Security, or visit the website www.cdc.gov.

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