



PEBBLE BEACH COMPANY HEALTH & SANITIZATION PROGRAM

OVERVIEW

For over 100 years, Pebble Beach Resorts has welcomed guests to our world class golf courses, hotels and other accommodations. During these trying times, although our operations will look and feel different, our mission will continue to be the same: to exceed the expectations of our guests by providing a once-in-a-lifetime experience, every time. Delivering on that mission has never been more important in our century-long history and we intend to continue to do so while helping to protect the health and safety of our guests, employees and community.

We are closely working with Monterey County officials and monitoring government policy changes, both on a national and local level, Centers for Disease Control (CDC) guidelines and public health advancements, we will continue to make changes to our protocols and procedures as necessary or appropriate.

This program document provides details of the health and sanitization guidelines, procedures and practices Pebble Beach Company is following. This program can be summarized into eight key items:

- During this time, our Resort will focus on reducing touch points for guests, visitors and staff as much as possible
- For unavoidable touch points, staff will use procedures to both clean and disinfect those areas on a frequent basis in accordance with best industry practices and local health department guidelines
- The Resort will, to the extent reasonably possible, conduct temperature testing and a health survey on employees at the beginning of their shifts. Although temperature tests are not a fail-safe means of identifying a sick person, the procedure may deter sick employees from reporting to work
- Employees will wear personal protective equipment (PPE) such as face masks and gloves in accordance with best industry practices and local health department guidelines
- California and Monterey County currently require use of face coverings in all public indoor spaces, as well as outdoors when physical distancing is not possible. For hotel guests and visitors, this includes all public areas such as lobbies, pro shops, retail stores, fitness areas, and restaurants (except while eating or drinking). Outdoor recreation, including golf, is exempt from the order
- All staff will be trained on these new operating procedures
- Signage will be posted throughout the property to remind employees, guests and visitors of the expected social distancing practices and general hygiene expectations
- The EVP & COO will have responsibility for developing, implementing, updating, and monitoring compliance with all aspects of this plan

EMPLOYEE & GUEST HEALTH

1 Employee & Guest Health

The health and safety of our employees and guests is our number one priority

- **Temperature Test and Health Survey**

- All employees, vendors and contractors will be required to submit to a temperature test prior to the beginning of their shift; temperature measurements will be taken with a no touch thermometer; screeners will ask employees COVID-19 related symptom questions
- Any person (a) displaying a cough, shortness of breath or other known symptoms of COVID-19, (b) responding yes to any screening question, or (c) having a temperature at or above 100.4°F will receive a secondary screening
- If the employee has symptoms or a temperature at or above 100.4°F after their second screening, the employee will be sent home
- Upon passing temperature test and health survey, the employee will be provided a sticker that must be displayed on the outer part of employee's uniform at all times

- **Social Distancing**

- All employees and guests will be advised to practice social distancing by standing at least six feet away from other groups including while standing in lines, using elevators or moving around the property
- Restaurant tables and other physical layouts will be arranged to ensure appropriate distancing
- Employees to monitor social distancing in all public areas; will address as needed with guests

- **Hand Sanitizer**

- Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as reception areas, hotel lobbies, restaurant entrances, meeting spaces, elevator landings, pools, spa and exercise areas

- **Hand Washing**

- All employees have been 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 nose, cleaning, eating, drinking, going on break and before starting a shift

- **Front of the House Signage**

- There will be health and hygiene reminders throughout the property including handwashing, mask usage and social distancing

- **Back of the House Signage**

- Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks, use and remove gloves, wash hands and social distance

- **Employee & Guest Health Concern**

- Employees 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 a cough, shortness of breath, or other known symptoms of COVID-19

PEBBLE BEACH RESORTS

HEALTH & SANITIZATION GUIDELINES

- Employees who don't pass the temperature test or health survey, who are exhibiting any of the symptoms of COVID-19 or who have had close contact with someone with COVID-19 in the past 14 days, will be sent home and told to follow the company sick policy
 - Guests who inform the hotel that they have, or may have been exposed to, COVID-19, or who are exhibiting any of the symptoms of COVID-19, will be either (1) denied check in if detected prior to registration or (2) sent to their hotel room, asked to self-isolate, and remain in their room until a proper check out process can be initiated by the hotel and the Monterey County Health Department
 - If an employee or guest is found to have tested positive, we will work with the Monterey County Health Department to address the situation and initiate the proper tracing process. Outlets or parts of the Resort may be closed if necessary to undergo enhanced cleaning and sanitization, by a licensed third-party cleaning service if possible
 - In the event of a presumptive hotel guest case of COVID-19, the guest's room will be removed from service and quarantined for 72 hours; the room will only be returned to service after undergoing enhanced cleaning and sanitization, by a licensed third-party cleaning service if possible
- **Case Notification**
 - If we are alerted to a presumptive case of COVID-19 at the resort, we will work with Monterey County Health Department to follow appropriate actions recommended

EMPLOYEE SERVICES & HUMAN RESOURCES

2 Employee Return to Work Policy

Prior to the start of each employee's first scheduled shift, all returning employees must adhere to the "Return to Work" guideline. If an employee does not comply, they will not be allowed to return to work.

Return to Work Guidelines

- **Screening**
 - All employees salaried and hourly must submit to temperature test and health survey process as described in section 1 above
- **Training**
 - Each employee will complete a comprehensive training program that outlines new standards on COVID-19 safety and sanitization protocols before the beginning of the employee's first scheduled shift. Employees will receive new operating procedures and acknowledge receipt upon completion of training.
 - Department Heads will be responsible for training the following criteria daily during Huddles for their teams:
 - New Operational Departmental Training, including PPE training
 - Review Social Distancing Protocol within the department
 - Hygiene Training
 - Testing program and expectations
- **Personal Protective Equipment (PPE)**
 - Many positions in the resort may require PPE as part of their daily uniform
 - All employees must commit to wearing their required departmental PPE
 - The appropriate required departmental PPE will be provided to each employee daily

- **Social Distancing Resort Wide**

- All employees must commit to adhering to the following social distancing protocols:
 - No touch policy, including handshakes and hugs
 - Maintain at least six feet away from fellow co-workers, guests, vendors, etc. wherever possible
 - Do not gather in groups and stay away from crowded areas

3 High Risk Employee

To help ensure the health, safety, well-being and comfort of all Pebble Beach Company employees during the COVID 19 pandemic, if an employee does not feel comfortable returning to work due to a reasonable high risk reason (outlined below), they must contact Human Resources to determine if the employee is eligible for a possible job accommodation, Leave of Absence or delayed start date in the re-opening schedule.

- Those at high-risk for severe illness from COVID-19 are:
 - People 65 years and older
 - People of all ages with underlying medical conditions, particularly if not well controlled, including:
 - People with chronic lung disease or moderate to severe asthma
 - People who have serious heart conditions
 - People who are immunocompromised
 - Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications
 - People with severe obesity (body mass index [BMI] of 40 or higher)
 - People with diabetes
 - People with chronic kidney disease undergoing dialysis
 - People with liver disease
 - People caring for elderly and/or small children
- Please contact Human Resources for additional resources and support

4 Huddles

- Huddles are to be conducted while maintaining six feet social distancing, with an emphasis on keeping group gatherings as brief as possible
- Department heads to determine maximum number of people that can simultaneously Huddle in their work area, while maintaining social distancing
 - If work areas do not allow for entire work group to Huddle simultaneously, Departments will conduct multiple Huddles in smaller groups in staggered time frames, so that all employees receive same information and attention
 - In larger departments, it may be necessary to stagger employee start times
- Include only information needed for the entire work group or that needs to be shared in a group setting, including, but not limited to:
 - Assigning specific tasks or projects
 - Day or time-specific information needed to serve our guests
 - Company-wide or department specific policy or procedure updates
 - COVID-19 updates
 - Employee benefits information
- Eliminate from department Huddles any information that can be shared individually or via company e-mail, including, but not limited to:
 - HR provided "Huddle" information to be posted in common area and/or read via e-mail; department heads will ensure employees have read HR Huddle information individually throughout the work week
 - Group stretches or similar activities should be done individually in spaces that allow for social distancing

5 Personal Protective Equipment (PPE)

Appropriate PPE will be worn by all employees based on their position and responsibilities and in adherence to state and local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory.

- **Gloves**
 - All employees can wear gloves regardless of work location, if they feel more comfortable and safer in doing so
 - Some employees will be required to wear gloves while performing specific work tasks (e.g. Purchasing Receiving Clerk when they receive and disinfect incoming packages)
 - Some departments or specific positions will always be required to wear gloves (housekeeping, culinary, etc.) while performing their work
 - All employees will be trained on how to properly wear, take-off and dispose of gloves
- **Cash Handling (all departments)**
 - Any employee whose primary function includes cash handling must always wear gloves
- **Masks**
 - Employees must follow Monterey County guidelines regarding mask usage
 - All employees in guest facing positions are required to wear masks while on property regardless of work location or tasks
 - All other employees are required to wear masks when they cannot properly social distance
 - All employees will be trained on how to properly wear, take-off and dispose of masks

- **Masks for Hotel Guests and Visitors**

- Hotel guests will be provided with an amenity bag at check-in that includes a mask, hand sanitizer and safety procedures
- California and Monterey County currently require use of face coverings in all public indoor spaces, as well as outdoors when physical distancing is not possible. For hotel guests and visitors, this includes all public areas such as lobbies, pro shops, retail stores, fitness areas, and restaurants (except while eating or drinking). Outdoor recreation, including golf, is exempt from the order
- Gloves and masks will be located and available in the following areas:
 - Hotel front desks
 - Hotel housekeeping - can be delivered to guest rooms
 - Spa front desk
 - Clubs front desk
 - At entrances to most resort outlets

- **Locations for Hand Sanitizer**

- Wall mounted pump sanitization stations (175 total resort wide)
- Individual pump bottle stations (285 total resort wide)

Front of the House

All Resort Entrances & Exits
Front Desk & Concierge
Restaurants, Retail Shops
Golf, Spa, Equestrian and Clubs

Back of the House

Employee Entrances / Kronos Clocks
All Departments
Including Kitchens, HR, RDC,
Corporate Yard and Offices

- **Ordering and Distribution of PPE Supplies**

- Ordering handled through purchasing and distribution handled through Security
- Purchase requisition form must be completed to receive PPE supplies

6 Hotel Guest Arrival

- **Guest Arrival by Vehicle**

- Employees will not open the doors of cars or taxis
- Guests will enter the resort through doors that are either propped open, open automatically, or manually operated by an employee
- Guests requesting bell service will be assisted with luggage and the bell cart will be sanitized after each guest
- Valet services will be suspended until further notice
 - Lodge – Hotel guests will be directed to park near guest room building
 - Lodge – Day Visitors will be directed to park in Visitor Center Lot
 - Spanish Bay – Hotel and Day Visitors will be directed to park in Lower Guest Lot

- **Guest Arrival by PBC Transportation**

- Vehicle will be thoroughly cleaned and disinfected after each use
- Lexus house cars will be limited to 2 passengers and a driver
- Guests will not be permitted in the front passenger seat of any PBC vehicles
- All passengers will be required to wear a mask

- **Hotel Guest Elevators**

- Elevators will be sanitized at least once per hour

- Appropriate signage will also be prominently displayed showing elevator capacities
- Maximum capacity is four occupants per elevator, with each passenger standing in a corner of the cab with designated locations

7 Cleaning Products and Protocols

Our Hotels use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other pathogens.

- **Public Spaces and Communal Areas**

- The frequency of cleaning and sanitizing has been increased in all public spaces 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, room keys and locks, stair handrails, dining surfaces and seating areas. All areas to complete daily cleaning logs, which will be inspected regularly by management.

- **Guest Rooms**

- Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, televisions, toilet seats, door and furniture handles, all bathroom handles, nightstands, telephones, light switches, thermostats, alarm clocks, safes, luggage racks and flooring.

- **Laundry**

- All bed linen and laundry will be continued to be washed at a high temperature and in accordance with CDC guidelines.

- **Back of the House**

- The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform issue, employee restrooms, loading docks, offices, kitchens, golf carts and vehicles.

- **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 and or tools. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers in a department) will be discontinued.

- **Room Recovery Protocol**

- In the event of a presumptive hotel guest case of COVID-19, the guest's room will be removed from service and quarantined for 72 hours
- The room will only be returned to service after undergoing enhanced cleaning and sanitization, by a licensed third-party cleaning service if possible

- **Air Filter and HVAC Cleaning**

- The frequency of air filter replacement and HVAC system cleaning has been increased to monthly filter replacement
- Vacuum cleaners are equipped with HEPA filters. Avoid sweeping floors with a broom; if possible, use a vacuum cleaner instead

8 Social Distancing

Throughout the resort we will meet or exceed state and local authority guidelines on social distancing.

- **Queuing**
 - Any area where guests or employee's queue will be clearly marked for social distancing, including hotel lobby, elevators, retail, dining and back of house locations
 - Hotels will utilize floor markings/signage to encourage social distancing while in line

- **Hotel Front Desk and Concierge**
 - Agents will utilize every other workstation to ensure separation between employees whenever possible

- **Restaurants**
 - Restaurants seating capacity will be reduced in adherence to Monterey County guidelines

- **Meeting and Event Spaces**
 - All banquet dining tables maximum of 8 seats; all tables will be placed at least six feet apart; if necessary, room capacity will be reduced in accordance to Monterey County guidelines
 - Self-serve buffet style food service will be suspended and replaced by alternative styles
 - Attendees are required to wear masks during events (except when dining), and to sanitize their hands before entering meeting/banquet rooms

- **Retail Spaces**
 - In coordination with our retail partners and tenants, guest occupancy limits will be enforced to allow for appropriate distancing at our owned and leased retail spaces

- **Clubs**
 - Fitness equipment and pool seating will be configured to allow for at least six feet of separation between groups of guests
 - Due to social distancing facility capacity has been reduced and reservations are required to access fitness, tennis, pool and restaurant

- **Back of the House**
 - Social distancing protocols will be used in the employee dining rooms, uniform issue areas, training spaces, shared office spaces, and other high-density areas in order to ensure appropriate distancing between employees

HOTEL OPERATIONS

9 Front Office (Front Desk, Concierge, Porter / Valet)

Cleaning & Sanitizing Protocol

- Each employee will wash hands prior to beginning their shift/entering their workstations
- Employees will stay in same workstation and wipe down prior to starting and after finishing shift
- Credit Card devices will be placed/mounted on the guest facing portion of the desk, eliminating the need for employees to handle the card. Credit card devices will be wiped down after each guest use
- Wipe down of common touch surfaces, hourly, including:
 - Monitor, keyboard, phone, mouse, desktops, light switches, door handles, copiers, printers, communal office equipment, guest facing countertops
- Wipe down of common guest facing surfaces after every interaction: room keys, pens, iPads
- Front Desk and Concierge employees to use hand sanitizer after each guest interaction that involves touching the same object (e.g. pens)
- Use hand sanitizer after every usage of an EZ-GO cart and bell carts
- Wipe down EZ-GO steering wheel, handles, ignition, buttons, guest seating after every interaction
- EZ-GO carts limited to 1 passenger per row, rain flaps will always remain open
- Wipe down Bell push carts after each task
- Lexus House Cars driven by employees: the employee will wipe down grab handles, arm rests, window controls, car keys, door handles, steering wheels and all touch points after every interaction

Social Distancing Protocol

- Staff every other workstation (when possible)
- Room escorts will be conducted while maintaining social distancing (six feet)

Guest Considerations

- At check in, guests will be asked about: (1) guest room service frequency, (2) mini bar service frequency, (3) room and bedding preferences, (4) credit card billing preference, (5) exposure to someone with COVID-19 in the last 14 days, and (6) whether they have any COVID-19 symptoms
- Guests will be provided with an amenity bag at check-in that includes a mask, hand sanitizer, and safety procedures card
- Guest packages: will call guest to arrange delivery. The delivery person will knock on the door and then wait six feet from door to ensure the package is retrieved; if guest is not present, the package will be left immediately inside the room
- Complimentary Lobby coffee suspended indefinitely
- Discontinue print magazine and newspaper services throughout the property
- Valet parking for hotel guests or restaurant guests is suspended indefinitely
- Hotel guests may pull up to front of hotel upon check in but will be directed to self-parking locations
- Porter/Valets will remove guest luggage from vehicle and deliver to guest rooms, direct guest on where to self-park, and offer EZ-Go rides whenever guest would like to get to or from their vehicle

10 Public Areas

Cleaning & Sanitizing Protocol

- Added dedicated staff to enhance the level of cleanliness and frequency in all Public Areas
- The following areas will be thoroughly cleaned and disinfected hourly:
 - All Front of House and Back of House door handles, push plates, elevators, elevator buttons, stair handrails, common non-porous surfaces, check-in counters, business centers, lobby seating areas, guest public area restrooms, employee locker rooms/restrooms, ATM's, phones, etc.
- Lobby will be fully cleaned and sanitized twice per day
- Thorough inspections of each of these areas and/or task items will be inspected multiple times throughout each Public Area Attendants shift by their Supervisor and/or Manager
- Public Area Attendants will be responsible for refilling hand sanitizer stations
- Must always wear proper PPE (gloves, mask, etc.)

Social Distancing Protocol

- Six feet social distancing when possible
- Restroom capacity adjusted to maintain social distancing (e.g. limit availability of urinals and sanitized once per hour)

11 Guest Room Housekeeping

Cleaning & Sanitizing Protocol

- Must always wear proper PPE (gloves, mask, etc.)
- High touch areas in guest rooms will be cleaned with disinfectant to include:
 - All handles on doors, drawers, faucets, refrigerators
 - All guest facing switches, buttons, thermostats, television remotes, telephones, lamps
 - All items for guest consumption: ice bucket, coffee/tea makers, honor bar bottles, bathroom amenities
 - All bathroom surfaces/accessories: counters, toilets, showers, tubs, towel racks, hair dryer, hangers, Q-Tip/swab containers, makeup mirrors
 - All guest use items nightstands, safe, luggage racks, irons, patio furniture/rails, curtain rods
- Items requested to be delivered to guest rooms will be disinfected prior to and upon delivery
 - Refrigerators, microwaves, roll-away beds, cribs, etc.
- Dirty laundry will be placed into a plastic bag and sealed prior to leaving the room
- Room attendants will wear a new set of gloves when cleaning each room and appropriately discard when exiting the room

Social Distancing Protocol

- Housekeeping will not clean rooms while guests are present; attendants will offer to return at an alternate time for occupied rooms

Guest Considerations

- Turn down service will be discontinued
- Daily ice delivery is suspended indefinitely, only deliver ice upon request; ice machine rooms will be unavailable for guest use
- In-room collateral has been removed with exception of guest note paper, pen and disposable In-Room Dining menu
- Remove all decorative pillows from room
- Bed linen will not be changed daily, except upon request
- Housekeeping will minimize contact with personal belongings of a guest
- Dry-cleaning: will call guests to arrange delivery. Housekeeper will knock on the door and then wait six feet from door, then hand dry cleaning to guest. If guest is not present, leave dry cleaning hanging in closet
- Leave room vacant for at least 24 hours after a guest has departed, when possible

12 Uniform Control

Cleaning & Sanitizing Protocol

- Laundry to be cleaned in accordance with CDC guidelines

Social Distancing Protocol

- Lodge – only one employee allowed in uniform issue hallway at a time
- Spanish Bay – will have one-way loop and defined waiting areas to be marked on the floor

13 Engineering

Cleaning & Sanitizing Protocol

- When entering Guest Room or Culinary spaces, proper PPE must be worn; only enter room when guest is not present
- Disinfect all touch areas in the shops including tools before and after each use
- Checklist of areas to be disinfected in Shops/Offices; same procedure as administrative areas
- Disinfect all touch areas in guestrooms before departing

Social Distancing Protocol

- Maintain social distancing guidelines as outlined by Monterey County
- No more than six people allowed at one time in Engineering Shops

14 Transportation

Cleaning & Sanitizing Protocol

- All drivers will be required to wear masks and gloves
- Resort Shuttle drivers will wipe down all guest touch points hourly
- Individual transfer drivers will wipe down grab handles, arm rests, doors, and window controls after every transfer
- Drivers will wipe down door handles, steering wheels and all touch points pre and postshift
- Individual transfer drivers will change gloves following every transfer
- Resort Shuttle drivers change gloves hourly

Social Distancing Protocol

- Drivers will follow no touch policy
- Lexus house cars limited to two passengers
- Guests will not be permitted in the front passenger seat of any PBC vehicles
- Resort shuttles and sprinters will be filled to a maximum of 50% of capacity

FOOD & BEVERAGE

15 Restaurants

Cleaning & Sanitizing Protocol – Front of House

- Sanitizer pumps or stations at guest entrance/exit as well as all side stations and expedite lines
- Host Podiums including all equipment (iPads, computer, phones, etc.) to be sanitized hourly
- Service staff to wear appropriate PPE, including face masks
- Service stations, bars, counters, handrails, POS machines, trays and tray stands to be sanitized hourly
- Guest touch items (check presenters, pens, laminated menus, dining tables, bar tops, bar stools and chairs) to be sanitized after each guest use
- Beer and wine taps and liquor bottles will be sanitized pre and post shift, each bartender will be assigned personal shaker, strainer and jigger
- POS Workstations: individual sanitized pre/post of shift; communal sanitized after each use
- EZ-GO carts sanitized before and after each use (Banquets, Beverage Carts and IRD)

Social Distancing Protocol

- Table inventory placed six ft. apart at minimum, and if necessary, the restaurant will reduce seating capacity in accordance to Monterey County guidelines
- Limit tables to not more than 8 people
- Host/Managers to enforce social distancing
- Communal seating to be removed

Guest Considerations

- Menus to be single use paper, or laminated and sanitized after each guest use
- Linen and placemats removed from table
- Reservations strongly encouraged and communicated with guest through pre-arrival information
- Reservations and walk-in guests will be required to provide the first and last name of the party along with a phone number (if information is not provided, guests will not be seated)
- Manager/Host will enforce social distancing at arrival zone during wait times, and may have customers wait in car or outside until table is ready
- Dining party will not be seated until the entire party has arrived
- Guests ordering take out will pre-pay over the phone and be provided a pickup time
- Self-serve buffet, condiment or food stations are not permitted
- Private Dining: discontinue buffet style menus, temporarily discontinue receptions in the restaurant
- Leftover containers will be provided but will be packed by the patron
- Live music suspended indefinitely at Lobby Lounge, Traps and Terrace Lounge

16 Beverage Carts

Cleaning & Sanitizing Protocol

- Service staff to wear appropriate PPE
- Remove self-serve condiments and replace with disposable condiments

Guest Considerations

- Cart attendants to place drink and food orders on beverage cart rail, do not hand to guest(s)
- Discontinue cash transactions; credit card or room charges only

17 In-Room Dining (IRD)

Cleaning & Sanitizing Protocol

- Service staff to wear appropriate PPE
- All equipment will be sanitized pre and post shift and after each use
- Servers will sanitize all doors, handles and high contact surfaces hourly
- Honor Bar serviced upon request and items to be sanitized after each room departure and/or upon restocking
- All buffet and self-serve style in-room dining events to be suspended until further notice (Cottages and hospitalities)

Social Distancing Protocol

- Guest(s) will be notified when food is outside of room
- Food delivered in to-go containers and bags
- Advise guest if containers need removal to please contact In-Room Dining

Guest Considerations

- Menus to be paper and replaced with a new menu following each checkout
- Outside food delivery restricted to lobby hand-off

18 Banquets

Cleaning & Sanitizing Protocol

- Cleaning checklist established for all banquet rooms; inspected by management
- Banquet staff responsible for sanitizing all banquet space door handles and push bars hourly during events, banquet housemen to complete daily for non-events
- Sanitize conference room doors, tables, chairs, light switches and other equipment after each group use
- Side stations and pantries sanitized pre and post event
- Sanitizer pumps/stations at entrance of event spaces
- Service staff to wear appropriate PPE, including face masks
- Coffee stations and breaks to dedicated attendant and sanitized by a server every hour

Social Distancing Protocol

- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate social distancing that follows Monterey County guidelines
- Appropriate signage will be prominently displayed throughout the resort and at event entrances outlining proper mask usage and current social distancing practices
- All tables placed at least six feet apart; room capacity will be reduced
- Revised capacity charts available by request

Guest Considerations

- Create modified banquet menus to showcase approved styles of service
- Plated dining events will be strongly encouraged
- All self-serve buffet style events to be suspended indefinitely
- Coffee stations and breaks to have dedicated attendant and sanitized by a server every hour
- All food and beverage stations to be staffed by hotel employee, who serves the guest
- All tray passed canapés to be on single use vessels (picks, bamboo, disposables) handed by the server to the guest
- Discontinue no-host cash bars to eliminate cash handling by bartenders
- Eliminate self-serve water pitchers
- Guests will be required to sanitize hands before entering an event space and wear face masks except while dining

19 Hotel Sales, Catering & Conference Services

Cleaning & Sanitizing Protocol

- Follow all Resort cleaning and sanitizing protocols for offices and shared equipment

Social Distancing Protocol

- Diagrams have been developed that follow social distancing requirements
 - Seating capacities and floor plans ensure that all guests are at least six feet apart
 - All banquet dining tables will be a maximum of 8 seats; all tables will be placed at least six feet apart; if necessary, room capacity will be reduced in accordance to Monterey County guidelines by up to 50%
 - No guest functions can exceed 100 guests in a single banquet room, unless the Resort can meet the social distancing standards
- Site Inspections should be conducted virtually; in-person site visits will follow social distancing protocol

Guest Considerations

- Inform group customers via sales contract and transient customers via reservation confirmation of Pebble Beach Resorts new health and sanitization guidelines and procedures
- Provide example of physically distanced floor plans (in coordination with CCS & Banquets)

20 Employee Dining Room (EDR)

Cleaning & Sanitizing Protocol

- Cleaning checklist established for hourly sanitizing of sneeze guard, stainless steel counters, door handles and work areas; inspected by management
- Service staff to wear appropriate PPE, including face masks
- All soiled serving utensils to be washed hourly
- Tables and touch areas will be sanitized after each employee use by dedicated steward
- No self-serve food available; EDR attendants to hand out plates, cutlery and serve all food
 - Phase 1 – all food will be boxed lunches
 - Phase 2 – hot lunches
- Single use cups; signs indicating not to use same cup for refills
- Table inventory will reduce in accordance with Monterey County guidelines
- Outdoor dining will be made available in a variety of locations
- Contractors will not be allowed to dine in EDR; box lunches can be pre-ordered and billed

Social Distancing Protocol

- Employee queuing will be clearly marked for social distancing
- Manage social distancing in the EDR by identifying departments that can dine in their work areas

21 Kitchen Protocols

Cleaning & Sanitizing Protocol

- Cleaning checklist established for hourly sanitizing: counters, kitchen equipment and all work areas; inspected by management
- Staff to wear appropriate PPE
- Stewarding employees will wear protective eyewear
- Knives and kitchen tools to be sanitized after each use
- Food receivables to be handled with gloves and/or sanitized pre and post handling
- Non-F&B employees discouraged from entering kitchens and prep kitchens
- If guest returns food, discard in trash and prepare new item
- Food and beverage items being prepared to be transferred using contactless methods

Social Distancing Protocol

- Kitchen staff to maintain social distancing protocols that follow Monterey County guidelines

PURCHASING

22 Purchasing

Cleaning & Sanitizing Protocol

- Handles and touchpoints on all carts and pallet jacks to be sanitized pre/post each use
- Staff to wear appropriate PPE
- Vendor delivery/service personnel to wear appropriate PPE on site

Social Distancing Protocol

- Adjust office seating to maintain social distancing protocols that follow Monterey County guidelines

Deliveries

- All deliveries to the Lodge and The Inn at Spanish Bay must be delivered to the designated receiving areas for processing
- A Sanitization Station will be set up at each receiving area with specifically provided chemicals, PPE, and supplies
- Once received and signed for, any packages, boxes, or containers will be sprayed and wiped by the receiver, using the provided sanitizing product and the required/provided PPE
- Once sanitized, each box will have a brightly colored sticker indicating it was processed and cleaned
- Mail will be placed in a bin and held for 24 hours prior to being distributed

THE SPA

23 Spa Operations

Cleaning and Sanitizing Protocol

- Staff to wear appropriate PPE based upon job duties
 - Estheticians & Nail Technicians will wear gloves for services
 - Estheticians & Massage Therapists will wear secondary face covering during service
 - Manicures and pedicures will have an acrylic screen between the provider and guest
- Tables to be stripped after every service and sanitized; all linens and blankets to be washed according to CDC guidelines
- Allow an extra fifteen minutes between services for additional sanitization in the treatment room
- Disinfect the following after guest use: locker, sandals, shower, check presenter, menu, door handles, pens, etc.
- HEPA UV-C filters used in all treatment rooms
- Adhere to sanitizing protocols outlined by California Massage Therapy Council and California Board of Barbering and Cosmetology

Social Distancing Protocol

- Sauna, Jacuzzi and Steam Room closed
- Conservatory, Sanctuary, Juice Bar and Inhalation Room seating will be reduced in adherence to Monterey County guidelines
- Reduce guest capacity in locker rooms to allow for social distancing
- Offices re-configured in adherence of Monterey County guidelines

Guest Considerations

- Guests will be required to wear face masks at all times, except when dining or showering
- Guests checking in for all services will be required to submit to a temperature test and answer COVID-19 screening questions
- Hotel Guests and non-resort guests will not be allowed to use facilities without a service
 - Salon guests will not be able to access spa facilities when they come for a salon service due to social distancing requirements
- Guests will not self-serve any food and beverage in Conservatory/Sanctuary
 - Conservatory staffed 7 days a week to pour drinks, offer pre-packaged snack options and deliver to guests
- Eliminate magazines throughout the Spa
- Encourage guests to bypass the locker room and go directly to the treatment room

CLUBS

24 Club Operations

Cleaning & Sanitizing Protocol

- Members and guests will be required to follow Monterey County mask guidelines
- Staff to wear appropriate PPE based upon job duties, including face masks
- Provide disinfecting spray bottles throughout the club for members to use before and after any equipment use

Guest / Membership Considerations

- Club capacity will be restricted in adherence to Monterey County guidelines; reservations strongly recommended; walk ups allowed on a space available basis only
- Guests/members must wear face masks at all times (including working out indoors), except when swimming or dining
- Written communication to membership on new capacity, social distancing, employee temperature testing and cleaning standards
- Proper social distance queuing in all areas; reviewed upon check-in with every guest
- Complimentary coffee and fruit no longer provided
- No longer providing bottled water (water dispensers located around club)
- Follow industry and Cal OSHA guidelines

Fitness and Locker Room Operations

Social Distancing Protocol

- Capacity limits set for each exercise room; reservations strongly recommended; walk ups allowed on a space available basis only
- Cardio Room
 - Removal of cardio equipment allowing for social distancing
- Strength Room
 - Limiting occupancy to ensure social distancing
- Group Exercise Room
 - Group exercise classes held outside only with social distancing
 - Relocation of cardio equipment and free weights into this area
- Swim Instruction
 - No touching, must maintain distance of six feet; no group lessons
- Personal Trainers
 - No touching, must maintain distance of six feet, washing or disinfecting hands frequently
- Locker Room
 - Locker room closed
 - Sauna, Steam room and showers closed

Pool Operations

- Lap Pool
 - One person per lane
 - Aqua Aerobics class can be held with social distancing in the pool, maximum of six people
 - Advance reservations strongly recommended
- Kids Pool
 - Maximum of four family groups (2 adults / 4 children per family)
 - Advance reservations strongly recommended
- Whirlpool
 - Closed
- Pool Deck
 - Remove 50% of pool deck furniture to ensure social distancing
 - Chaise lounge chairs to be sanitized after each use

EQUESTRIAN CENTER

25 Equestrian Operation

Cleaning & Sanitizing Protocol

- Department equipment to be cleaned twice daily
 - Golf carts, wheelbarrows, rakes, shovels, buckets, tractors, trucks, tack, etc.
 - Only use assigned wheelbarrows, rakes and manure forks; disinfect between users
- Individual horse equipment to be disinfected after each use
 - Halters, lead lines, saddles, saddle pads and bridles including the reins
 - Only use grooming supplies assigned; disinfect between users
 - Wash Racks
- Hoses and equipment sanitized with disinfectant after each use
 - Turn Outs
 - Only using lead lines assigned- disinfected between users
 - Round Pen and arena gates sanitized after each use
- Gate entrance sprayed with disinfectant after each use
- Washing or disinfecting hands between each guest interaction
- Riding Helmets disinfected after each use
- Office will disinfect clipboards, pens and credit card machine after each use

Social Distancing Protocol

- Trail Rides, Lessons and Boarders
 - No touching, must maintain distance of six feet, washing or disinfecting hands frequently
 - Boarders and clients to use every other cross tie to groom and tack up

Guest Considerations

- Credit Card devices will be placed/mounted on the guest facing portion of the desk, eliminating the need for employees to handle the card
- Spectator bleacher seating currently closed
- Arena equipment can only be adjusted by an Equestrian Center employee to ensure proper cleaning

RETAIL

26 Retail Operation

Cleaning & Sanitizing Protocol

Shops

- Hand sanitizer used after each employee or guest interaction
- Sanitize guest facing surfaces, cash wraps, phones, workstations, hard surfaces, handles, POS stations and frequently touched surfaces hourly and upon a shift change
- Sanitize fitting rooms after each use
- Sanitize back rooms, office equipment, chairs, printers and break areas every 2 hours or after each use
- Shop employees to use gloves and masks at all times including when handling packages/shipments
- POS stations to be sanitized between users

Retail Distribution Center

- Sanitize heavy equipment after each use
- A Sanitization Station will be set up at each receiving area with specifically provided chemicals, PPE, and supplies
- Once received and signed for, any packages, boxes, or containers will be sprayed and wiped by the receiver, using the provided sanitizing product and the required/provided PPE
- Once sanitized, each box will have a brightly colored sticker indicating it was processed and cleaned
- Wipe down and sanitize conference tables after each use
- Online and RDC staff to use gloves when handling packages/shipments
- Buyers/Corp Retail to use hand sanitizer after touching sample products
- Corp Retail to provide hand sanitizer for clients after touching sample product
- Staff to wear appropriate PPE provided by PBC based upon job duties
- Inform vendors that “drop in” meetings are no longer allowed; all outside visits should be scheduled at least 48 hours in advance
- No more than 4 people to use RDC Conference Room at one time

Social Distancing Protocol

- Limit entrance points to shops to control capacity
- Greeter to welcome guests and monitor spacing and instruct customers to maintain social distance of six feet from other guests and employees
- Office space / workstations will need to be re-configured to Monterey County guidelines

Guest Considerations

- Hand sanitizer located at shop entrance; guest will be asked to use hand sanitizer and put on mask prior to entering shop; if the guest does not have a mask, one will be provided
- Greeter will welcome guests at door, provide sanitizer and mask, and monitor social distancing
- If a guest tries on product or holds merchandise up to their body and it is not purchased, the garment will be removed from the floor, sanitized and then stored in a designated location in the back room for at least 48 hours, after which it will be brought back onto the floor for sale
- In-store capacity will be limited to five persons per 1,000 sq. ft. of shop space
- Cash will no longer be an accepted form of payment

ADMINISTRATIVE OFFICES – BACK OF HOUSE AND SATELLITE SUPPORT BUILDINGS

27 Offices

To include: Executive Offices, Corporate Yard Offices, RDC, Reservations, Marketing, HR Adobe, Spyglass Hill Founders, Sales, Accounting, CCS, Health & Wellness, etc.

Cleaning & Sanitizing Protocol

- Every office space will have a detailed cleaning checklist of items within that office space that needs to be cleaned by the department staff. Each day one individual will be responsible for ensuring the checklist is completed (checklist to be inspected by management)
 - Individuals are responsible for disinfecting their own workstations before and after each shift (phone, mouse, keyboard, chair, desk surface area, etc.)
 - Communal areas such as office furniture & high touch point items/areas (tables, chair arms & backs, light switches, thermostats, doorknobs, push plates, time clocks, copiers, printers, file cabinets, etc.) will be sanitized hourly by a designated person in the office
 - All employees using office restrooms and breakrooms need to disinfect countertops after each use
- Dedicated Office Cleaners (service provided by Housekeeping department) will service each office space twice per day (AM & PM) and will be responsible for the following:
 - Removing trash, recycling, vacuuming, dusting, disinfecting all surfaces & high frequency touch points (listed above), employee break rooms and restrooms
- The use of shared food and beverage equipment in break rooms and office pantries will be discontinued (e.g. coffee machines, shared foods or potlucks)

Social Distancing Protocol

- Staggered shift start times allowing for minimal overlap of arrival/departure time and break times
- Reconfigured office seating or alternating days of work to maintain social distancing protocol that follow Monterey County guidelines
- Adjust huddles to minimize size of group meetings

SECURITY

28 Security Operations

Cleaning & Sanitizing Protocol

- Keys will be sanitized pre and post each use; Security to clean all keys multiple times per day
- Golf carts will be wiped down after each use
- Patrol trucks will be wiped down after each use / change in staff
- Employees to complete cleaning checklist (inspected by management)

Social distancing Protocol

- Social distancing protocols will be followed unless a specific incident requires more invasive contact (e.g. medical emergencies or threats to physical being)
- Security Officers will assist departments in enforcing social distancing protocols in guest areas (restaurants, front desk, beaches, etc.)

Guest, Resident, Employee Considerations

- Any medical call will require the use of PPE (Face Mask, Gloves, and where applicable eye guards)
- Reasonable suspicion drug and alcohol tests for employees will be taken to CHOMP via Lexus and not a Security truck to maintain social distancing
- Incident reports will be done on any individual that is showing signs and symptoms of COVID-19

Gate Security Operation

- Gate Security Officers to wear appropriate PPE
- Verification process of visitors and residents will continue as normal
- Under no circumstances will someone (in a motor vehicle) that does not have proper credentials be let in without contacting a supervisor or manager first
- Gate arms are always to be down

Mail Operation

- All USPS mail pick-ups from Post Office boxes will always be handled with gloves
- Mail will be taken to the Legal conference room at Corporate Yard. Once there it will be placed in a bin for 24 hours prior to delivery
- USPS packages will be taken to either the Lodge or Spanish Bay loading docks to be sanitized and delivered by purchasing
- Interoffice mail will be delivered as normal with gloves being worn

GOLF OPERATIONS

29 Golf Operations

- Golf Reservations
 - The clubhouse, pro shops, retail stores, and locker rooms are open. Golfers will pay in the pro shop (no cash) before teeing off, following proper social distancing and sanitization protocols
- Clubs & Rentals
 - Golfers must bring their own clubs, as no rental sets are available. In addition, guests are responsible for transporting their own clubs at all times. Shuttle service is available between the Pebble Beach Pro Shop and Practice Facility
- Driving Ranges
 - The driving ranges and practice greens are open for members and guests. Each hitting station is set up 6 feet apart, and the practice balls are sanitized every day. In addition, all common touch points such as club washing bins and towels, den caddies, shag bags, and bunker rakes have been removed. The Golf Academy is open and available for instruction so long as social distancing protocols are observed
- Check-In
 - Golfers check in at the pro shop and will also be greeted at the first tee by a starter, who will remind each golfer to properly social distancing throughout the round
- Face Coverings
 - Golfers will be provided a mask if they did not bring one and reminded of the rules to comply with California's Face Covering Order. Hand sanitizer and disposable wipes are also readily available
- Caddies & Golf Carts
 - Golfers may: (a) walk and carry their own clubs, (b) take a golf cart, with a limit of one person per cart (except household members), or (c) bring their own pushcart. In addition, a limited number of push carts are available to rent, based on availability. Traditional forecaddie service (advice only; no bag carrying, club handling, or cart driving) is also available. Golfers will be asked their intentions at time of booking
 - All golf carts will be sanitized both before and after use
- Non-Playing Guests
 - Non-playing guests are allowed to walk along with golfers or share a cart provided they are from the same household. Individual carts are not available to non-playing guests
- Groups
 - Golfers may play in groups up to four players and are required to maintain proper social distancing throughout the round. In addition, multiple marshals will be on the course at all times enforcing proper social distancing
- On-course Changes
 - All ball washers, closed-lid trash cans, and bunker rakes have been removed from the course. Golfers may play "preferred lies" in the bunkers. Sanitizer dispensers have been installed next to each water cooler to allow their continued operation in a safe manner. Golfers are encouraged to bring their own water bottles
- Flagstick & Cups
 - Flagsticks remain in the holes and are not to be touched at any time. The holes have been filled with a contraption that allows the ball to sit at the top of the cup, from where it is easily retrievable

PEBBLE BEACH RESORTS

HEALTH & SANITIZATION GUIDELINES

- Food Service
 - Most Resort restaurants are open. In addition, beverage carts and snack bars are available on the courses
- Restrooms
 - On-course restroom facilities are open and sanitized regularly. Guests must continue to ensure compliance with social distancing protocols when using restroom facilities
- Photography
 - Photography is permitted so long as appropriate social distancing is followed
- Post-Round Services
 - All post round services, such as club and shoe cleaning, have been suspended until further notice

INTERNAL MEETINGS

30 Internal Meetings

Each internal meeting needs to review the space it was previously held in and determine what new guidelines need to be followed. If necessary, to host in person then the below guidelines must be followed.

Size	Location	Comments
3 or less	Office	Maintain six feet social distancing guideline
4-6	Conference Room (Legal, Cap Serv, CCS, Exec, RDC)	Maintain six feet social distancing guideline
7-10	Banquet Room	Banquets to have Muirfield (Inn) and Committee Room (Lodge) set at all times; based on business levels
10 or more	Banquet Room	Set Large Space (Conference Center, Ballroom) through inhouse request

Video Calls

- Through Microsoft Teams all managers have access and full licensing for company
 - Must have camera to utilize (all PBC laptops have camera functionality)
- Information Technology department to create tutorial for managers

Conference Calls

- Every department head who hosts meetings of more than 5 people will set up a conference line
 - This will prevent the need to share conference lines; possible double booking
- Recommend creating Microsoft teams in audio only mode, or (2) use a free service like [freeconferencecall.com](https://www.freeconferencecall.com)