

Jackson Hole Mountain Resort HEALTH & SANITATION PROGRAM

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health recommendations and will continue to make changes as necessary or appropriate to our protocols and procedures.

Version 1.5

Jackson Hole Mountain Resort HEALTH & SANITATION GUIDELINES Statement from Mary Kate Buckley, President, JHMR

At Jackson Hole Mountain Resort we care deeply about our employees, community and guests. COVID-19 and its impacts have been felt universally. JHMR is no exception. Our values and what is important to us at JHMR remains unchanged, and though the “what” we do will not dramatically change, there will be changes to “how” we do it.

As we move onto the new normal, we need to ensure the continued safety of our staff and guests. The procedures we have developed are provided with the guidance and knowledge from Centers for Disease Control and Prevention (CDC), St John’s Medical Center (SJMC), and Teton County Public Health. We will continue to refine and update the plan as the situation evolves. The key takeaway from this message is be safe. This priority exceeds all others. If you have questions or concerns ask your Supervisor, ask your Senior Team Member or ask me.

Thank you for the sacrifices you and your families have made during the COVID-19 health and economic crisis. We commend you for doing what you can to protect your family, friends, and neighbors throughout this pandemic.

A handwritten signature in black ink that reads "Mary Kate Buckley". The signature is written in a cursive style and is enclosed within a thin black rectangular border.

JHMR MANAGEMENT RETAINS THE RIGHT TO CHANGE THE CONTENTS OF THIS PROGRAM AS IT DEEMS NECESSARY, WITH OR WITHOUT NOTICE.

JHMR Program

Employee & Guest Health

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

Classifying Worker Exposure to SARS-CoV-2

Worker risk of occupational exposure to SARS-CoV-2, the virus that causes COVID-19, during an outbreak may vary from very high to high, medium, or lower (caution) risk. The level of risk depends in part on the industry type, need for contact within 6 feet of people known to be, or suspected of being, infected with SARS-CoV-2, or requirement for repeated or extended contact with persons known to be, or suspected of being, infected with SARS-CoV-2. To help employers determine appropriate precautions, OSHA has divided job tasks into four risk exposure levels: very high, high, medium, and lower risk. Most American workers will likely fall in the lower exposure risk (caution) or medium exposure risk levels.

JHMR has identified that most employees will face either a Medium to Lower Exposure Risk

Medium exposure risk jobs include those that require frequent and/or close contact with (i.e., within 6 feet of) people who may be infected with SARS-CoV-2, but who are not known or suspected COVID-19 patients. In areas without ongoing community transmission, workers in this risk group may have frequent contact with travelers who may return from international locations with widespread COVID-19 transmission. In areas where there is ongoing community transmission, workers in this category may have contact with the general public (daycare, high-population-density work environments, some high-volume retail settings).

Lower exposure risk (caution) jobs are those that do not require contact with people known to be, or suspected of being, infected with SARS-CoV-2 nor frequent close contact with (i.e., within 6 feet of) the general public. Workers in this category have minimal occupational contact with the public and other coworkers.

Ski Patrol will be classified as high risk. High exposure risk jobs are those with high potential for exposure to known or suspected sources of COVID-19. Mountain Patrol will develop procedures and guidelines for patient contact and care with the mountain patrol medical director.

How we reduce staff exposure to COVID-19

Physical Distancing. Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators, riding lifts or moving around the property. Restaurant tables and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All resort properties and retail outlets will comply with local or state mandated occupancy limits.

Masks and Personal Protective Equipment (PPE). Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the resort will be provided a mask or face covering. All employees are required to wear provided masks, face covering or a mask or face covering of their own choosing if it meets certain criteria while on property in settings. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping, ski patrol and security staff in direct contact with guests.

Masks or cloth face coverings should—

- fit snugly but comfortably against the side of the face
- be secured with ties or ear loops
- include multiple layers of fabric
- allow for breathing without restriction
- be able to be laundered and machine dried without damage or change to shape

Cloth face masks should be routinely washed depending on the frequency of use. A washing machine will suffice in properly washing a face covering. Staff should be careful not to touch their eyes, nose, and mouth when removing their face covering and wash hands immediately after removing.

Masks are required to be worn by guests and contractors in JHMR facilities and buildings or settings where physical distancing measures cannot be or may be difficult to maintain.

Thermal Camera Thermometers. Points of entry will be limited to allow trained staff to conduct non-invasive temperature checks utilizing thermal camera thermometers for employees. Employees displaying a temperature over 100.4°F will be taken to a private area for a secondary temperature screening. Employees confirmed to have a temperature over 100.4°F will not be allowed entry to the property and will be directed towards appropriate medical care.

Hand Washing. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All JHMR 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 the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving lift conveyances, going on break and before or after starting a shift.

Hand Sanitizer. Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas.

Front of the House Signage. There will be health and hygiene reminders throughout the property.

Back of the House Signage. Signage will be posted throughout the resort and retail outlets reminding employees of the proper way to wear, handle and dispose masks, wash hands, cover coughs and sneezes and to avoid touching their faces.

Employee & Guest Health Concerns. Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to St John's Medical Center (SJMC), per St. Johns triage guidance. (View here for updated guidelines: <https://www.stjohns.health/coronavirus-info/>).

Call 307-739-4898, option 3, for a phone evaluation if you have:

Symptoms that may appear 2-14 days after exposure to the virus:

- Fever, cough, chills, repeated shaking with chills, headache, shortness of breath, sore throat, muscle aches, new loss of sense of smell or taste, or other flu symptoms
- Have been exposed to someone with coronavirus (COVID-19)
- Traveled to a high-risk area, as defined by the CDC
- This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning to you.

We will be ready to provide support to our guests. 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. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at JHMR properties are instructed to immediately notify their manager (employees) or security (guests). Managers and Security will also report concerns to the Risk/Safety Director.

Case Notification. If we are alerted to a presumptive case of COVID-19 at JHMR, we will work with SJMC and Teton County Health Dept. to follow the appropriate actions recommended.

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, ticketing areas, elevators and elevator buttons, door handles, public bathrooms, ATMs, stair handrails, dining surfaces and seating areas.

Back of the House. The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on employee entrances, employee restrooms, loading docks, offices, scanning podiums, lift houses, locker rooms, ticketing desks and training areas.

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, payment terminals, kitchen implements, engineering tools, safety buttons, cleaning equipment, keys, vehicles, time clocks and all other direct contact items used throughout the resort. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) has been discontinued.

COVID-19 Training. All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Retail, Ticketing, Lift Operations, Mountain Patrol and Security.

Daily Pre-Shift & Timekeeping. Employee meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

Cleaning Products and Protocols.

Our janitorial staff uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Retail Spaces.

Guest occupancy limits will be enforced to allow for appropriate distancing at our retail spaces.

Computers and work areas:

To sanitize workstations identify surfaces that were used and then wipe with a cloth containing at least 70% isopropyl alcohol or a disinfecting Wipe by gently wiping the exterior surface. Never scrub with cleaning agents as this may cause damage, discoloration, etc. Don't use bleach on electronics and avoid getting moisture in any opening. Never submerge electronics in any cleaning agent. Avoid other cleaning products, like Purell or compressed air.

Cash Handling.

Guests will be encourage to use touchless payment options, when available.

Staff will minimize handling cash, credit card sand mobile devices, where possible.

When exchanging paper and coin money:

- Ask customers to place cash on the counter rather than directly into your hand.
- Place money directly on the counter when providing change back to customers.
- Wipe counter between each customer at checkout.
- Do not touch your face afterward.
- Wash your hands with soap and water for at least 20 seconds. An alcohol-based hand sanitizer can be also be used, but not as a substitute for cleaning hands with soap and water when available.

Guest Rooms in Property Management.

Industry best practice cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

Room Recovery Protocol.

In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol as directed by the Risk/Safety Director.

Air Filter and HVAC Cleaning. The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

Every department will work to ensure the aforementioned policies are in place within their workgroups and develop specific operating procedures for their group that meet or exceed these guidelines.