

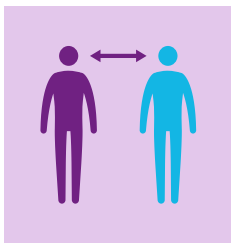


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Hello! Destination Management Minimum Team Safety Commitments

The safety of you, your guests and staff will always be our primary concern. Now, more than ever, we are committed to managing the “Best Safety Practices” with our supplier partners. As our collective understanding of COVID-19 evolves, we will continue to monitor and update our safety measures to act in accordance with guidelines as outlined by the CDC, Federal, State and local health authorities.

Hello! Team members are required to follow CDC compliance for personal health and safety related to COVID -19. At present, the general guidelines to follow are outlined below:



Physical Distancing

Practice physical distancing by standing at least six feet away from others.



Hand Sanitizer Dispenser

Provide hand sanitizer dispensers, touchless whenever possible.



Hand Washing

Correct hygiene and frequent handwashing with soap for at least 20-seconds.



Employee Concerns

Instruct any employee to stay home if they do not feel well.



Personal Protective Equipment (PPE)

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



Basic Employee Signage

Post Health and Hygiene Alerts

Role Specific Employee Signage

Where positions require more ardent safety measures, post the proper way to wear, handle and dispose of masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze/cough into elbow and to avoid touching face.

You can find resources [here](#).

Hello! Destination Management

COVID-19 Supplier Safety Minimum Commitments

Supplier partners are required to adhere to all CDC, Federal, State and Local Guidelines regarding cleaning, disinfecting and food safety measures. This includes using cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens.

Off Property Event Venue Suppliers

All common areas in the venue should be cleaned and disinfected prior to an event with [EPA-approved cleaners/disinfectants](#) specifically mentioned by the CDC in its [Environmental Cleaning and Disinfection Recommendations](#).

Venue Suppliers that provide food services also agree to the guidelines below.

Food Service Suppliers

All staff will be required to comply and demonstrate adherence to all State, Local and CDC guidelines as they are developed. As directed by State, Local and CDC guidelines all required staff members and management are to be certified through Food Safety and Safe Serve courses.

Hand sanitizers will be available at each food service station and provided in stations near dining tables or on individual tables.

Guests will not be allowed to access any self-service items. All food items, plates and utensils will be passed by a food service attendant with gloves and a face mask.

All set up staff will be required to use gloves and equipped with hand sanitizer and face masks.

All items will be wiped down during set and strike with [EPA-approved cleaners/disinfectants](#) specifically mentioned by the CDC in its [Environmental Cleaning and Disinfection Recommendations](#). After installation gloves will be carefully disposed of.

On Property Event Suppliers

All Installers will be required to use gloves and equipped with hand sanitizer and face masks.

All items will be wiped down during set and strike with [EPA-approved cleaners/disinfectants](#) specifically mentioned by the CDC in its [Environmental Cleaning and Disinfection Recommendations](#). After installation gloves will be carefully disposed of.

All activity stations will be manned with staff required to use gloves and equipped with hand sanitizer and face masks.

All shared equipment will be sanitized on a regular basis and hand sanitizer stations will be readily available for guests.

Hello! Destination Management

COVID-19 Supplier Safety Minimum Commitments

Transportation Suppliers

Vehicles will go through a daily cleaning cycle, including disinfectant. All common areas will be wiped down and disinfected between trips by drivers and chauffeurs.

All drivers will be screened daily based on CDC and Department of Health recommendations. Face masks are required for all drivers. Glove wearing is promoted.

Safe passenger signs depicting “this vehicle is deep cleaned daily and has been sanitized (or disinfected)” will be posted in vehicles reflecting attention to safety.

Antibacterial gel or wipes will be available to all drivers and guests.

Hello! Field Staff

Are required to follow CDC compliance for personal health and safety related to COVID -19. All staff are required to acknowledge and follow the safety procedures for each location they are assigned to.

While working directly with guests all staff are required to wear a face mask.

When handling luggage staff are required to have hand sanitizer, wear a face mask and gloves.

Important Final Note

We understand that you may have specific safety requirements. We will work closely with you to implement your processes with our suppliers.