



# The Breakers Palm Beach

## Health & Safety Precautions in Response to Coronavirus (COVID-19)

Issued: May 15, 2020



## SUMMARY OF ENHANCED HEALTH & SAFETY PRECAUTIONS

The well-being of our employees, club members, guests and community remains The Breakers' highest priority. As we closely monitor and adhere to changes in government policy, The Breakers has enhanced our health & safety precautions to comply with the recommendations and guidelines set by the [Centers for Disease Control and Prevention](#) (CDC), the [World Health Organization](#) (WHO) and the Florida and Palm Beach County [Departments of Health](#). We will continue to elevate our standards as best practices evolve.

I.	A Message from Leadership	3
II.	Health & Safety	4-5
III.	Employee Practices	5-7
IV.	The Guest Experience	7-8
V.	Cleaning Products & Protocols	8-10
VI.	Hotel Operations	10-11
VII.	Club Operations	11-13
VIII.	Food & Beverage	14-16
IX.	Meetings & Events	16

## I. A MESSAGE FROM LEADERSHIP

At The Breakers, our family ownership, 2,200 associates, and supportive and loyal guests, club members and community are the heart and soul of our organization. Every effort to support your health and well-being remains paramount to our purpose.

Our senior leadership team has meticulously reviewed every facet and area of our operations to implement enhanced safeguards, some clearly noticeable while others invisible to our visitors. Nonetheless, all are meaningful in regards to how we deliver a safe work environment for our colleagues and a safe, memorable resort experience for our guests.

The purpose of this document is to share the precautions underway. We hope we have anticipated your questions and illustrated that our efforts will meet and exceed all government guidelines and industry recommendations. We will continue to update this program as developments that benefit public health progress, and we learn how to best move forward together.

When the time is right for you, we will be here to warmly welcome you back.

Sincerely,



Paul N. Leone  
Chief Executive Officer



Tricia Taylor  
Executive Vice President & General Manager

## II. HEALTH & SAFETY

**Guest Reservations & Arrival:** As a condition of making a reservation, guests will be requested to attest that they are free of COVID-19 symptoms and exposures per the [Guest Health Attestation](#) posted on [thebreakers.com/updates](https://thebreakers.com/updates), and within each guest reservation confirmation and pre-arrival email. Points of entry to the property will be limited. Guests are not required to wear cloth face coverings, although it is recommended by the CDC in community settings and encouraged by The Breakers for our guests in public areas as appropriate. Signage will be posted to instruct and remind all visitors of requirements.

**Health Concerns:** Our employees have been trained on how to respond swiftly and report all guest or employee presumed cases of COVID-19 to their manager and our Security Department, who will engage with our Risk Management Department to coordinate operational protocols.

- For presumptive cases, such as if a guest advises or displays symptoms of COVID-19, the guest will be isolated to their guest room where they must stay while awaiting departure transportation.
- Isolated guests are prohibited from engaging with others and cannot receive visitors. Hotel staff will be able to deliver food and other supplies that the guest may require, in a contact-free manner. Isolated guests will not receive any housekeeping or in-room services, and they are prohibited from leaving their room and using any resort facilities.
- Our Security Management Team will facilitate medical attention as needed, as well as departure transportation from the resort.

If we are alerted of a positive case of COVID-19 at the resort, we will communicate with the Palm Beach County Department of Health and follow their recommended actions.

**Medical Services:** Should employees or guests express any health concerns, we will refer them to an area healthcare facility as designated by the Palm Beach County Department of Health.

**Physical Distancing:** Glass partitions will be added to service desks throughout the resort, providing an extra level of precaution for guests and employees. Guests and staff will be reminded to remain a minimum of six feet away from others.

Restaurant seating, pool chairs and amenities will be arranged to provide appropriate distancing. Government mandated occupancy limits will also be closely monitored and enforced.

**Sanitizing Resources:** Hand sanitizer stations, facial tissues and no-touch waste disposals will be placed in all public spaces and employee entrances, particularly at high-traffic areas and key touch points such as reception desks, elevator landings, pools, spa, fitness center, restaurant entrances, retail stores and inside every meeting room.

**Signage:** Visual reminders for health, hygiene and physical distancing practices will be displayed throughout the resort in both guest and employee areas.

**Staffing Capacity:** Management determines staffing based on business levels while ensuring the highest standards of service. We are revising our operational plans and service delivery options to maximize our ability to maintain physical distancing and provide flexibility for guests who want to minimize human interaction.

### III. EMPLOYEE PRACTICES

**Benefits:** Our employees and their families will continue to have access to numerous wellness and financial resources.

**Hand Washing:** Proper hygiene and frequent handwashing are vital to combat the spread of COVID-19. All employees have been instructed to wash their hands often with soap and water for at least 20 seconds, especially after using the restroom, blowing their nose, coughing or sneezing; before and after eating, going on break and starting a

shift. In addition, employees will use an alcohol-based hand sanitizer with at least 60% alcohol. Sanitizing stations will be available throughout employee areas.

**Health Screenings:** Upon arriving for work, employees will be screened daily for COVID-19 symptoms and temperatures over 100.4°F. Employees confirmed to have symptoms or a temperature over 100.4°F will not be allowed to enter the property and will be immediately directed toward appropriate medical care.

**Personal Protective Equipment (PPE):** Appropriate PPE will be worn by all employees based on their role and responsibilities, and in adherence with state and local regulations and guidelines. Training on how to properly use and dispose of all PPE will be provided. Every employee will be issued multiple cloth face coverings and required to wear them as appropriate.

**Physical Distancing:** Employees will be reminded to practice physical distancing whenever possible. This will include seating in all break and dining areas, shared offices, workspaces, meeting rooms and other high-traffic areas. Flexible work arrangements, such as remote work and staggered shift times, will be used to reduce employee density.

**Policies:** Safe return to work guidance will be provided to our employees and will include additional personal and medical leave options, protocols for daily health screenings, personal hygiene and physical distancing requirements, property and workspace cleanliness standards, business and personal travel policies, and detailed steps for responding to presumed COVID-19 cases.

**Pre-Shift & Timekeeping:** Daily pre-shift meetings will be conducted in areas that allow for appropriate physical distancing. Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors, stairwells and service elevators. Hand sanitizer will be provided next to each time clock location.

**Shared Employee Space:** The use of shared employee spaces will decrease as we practice physical distancing and flexible work arrangements. Our employee cafeteria will be temporarily closed and we will provide grab and go food options for our staff. All office and break areas will be cleaned and disinfected daily.

**Shared Equipment:** Shared tools and equipment will be cleaned and disinfected before, during and after each shift, or anytime the equipment is transferred to a new employee. Examples include work phones, keyboards, carts and tools.

**Signage:** Signage will be displayed throughout work areas to remind employees of physical distancing and personal hygiene practices, such as hand washing.

**Training:** Employees will continue to train in all enhanced health, hygiene and physical distancing practices to ensure they are consistently followed. Employees will also be trained to recognize and report COVID-19 symptoms and follow medical care and isolation procedures as recommended by the CDC.

#### IV. THE GUEST EXPERIENCE

**Arrival:** Upon arrival at the Security Guardhouse, guests will verify their room or dining reservation and then proceed to park. Self-parking and valet parking will be available.

Valet attendants will not be permitted to open car doors. Luggage assistance will be available upon request. Bell carts will be cleaned and disinfected after each use.

**Check-In & Front Desk:** A maximum of two receptionists will be stationed at each of our front desks and they will utilize every other workstation to ensure separation between employees and to minimize shared equipment. Glass partitions will be added to separate the receptionist and guest. Complimentary still and sparkling water will be provided upon request in individual cans with safety seals.

**Digital Transactions:** Touch-less transactions using email, mobile phone and texts will be implemented throughout the guest experience. This includes pre-registered check-in, point-of-sale (POS) transactions and express check-out. Guests may text all special requests, including In-Room Dining orders.

**Elevator Use:** Elevator buttons will be cleaned and disinfected frequently. Capacities will be limited to one family or party at a time, up to four people.

**Hygiene Kit:** Overnight hotel guests will receive a complimentary hygiene kit featuring hand sanitizer, facial tissues, disinfecting wipes and spray.

**Transportation:** Upon our initial reopening, house car service will be temporarily suspended; it will resume at a later date. We will continue to provide complimentary shuttle service to the Ocean Club, Flagler Steakhouse and Echo Restaurant. Shuttle seating allows for physical distancing and all vehicles will be cleaned and disinfected frequently.

## V. CLEANING PRODUCTS & PROTOCOLS

Prior to COVID-19, The Breakers employed extensive health, safety and hygiene measures that adhered to [EPA Guidelines](#). These operational practices will continue and we are implementing additional systems and new technology for cleaning and disinfecting.

**Air Filtration Systems:** There will be increased cleaning frequency of our HVAC (heating, ventilation and air conditioning) systems, which use a combination of ionization and UV-light technology to enhance air quality and disinfection.

**Cleaning Products:** A variety of [EPA-approved](#), antimicrobial and surface disinfectants are utilized, which include hydrogen peroxide, alcohol and bleach-based solutions. These cleaners meet [CDC requirements](#) for use against viruses (such as COVID-19), bacteria and other airborne and bloodborne pathogens. We will incorporate electrostatic spray technology for superior disinfectant application as appropriate.

**Communal, Meeting & Public Spaces:** The frequency of cleaning and disinfecting all public spaces will increase. There will be emphasis on high-traffic areas and key touch points, such as check-in desks, elevator landings, house phones, retail store counters and displays, meeting rooms, public restrooms, door handles, stair handrails, trash bins, ATMs, fitness equipment, restaurant entrances, dining surfaces and seating areas. Furniture will be arranged to allow for physical distancing.



**Front Office & Guest Services:** Glass partitions will be added at service desks; they will be cleaned and disinfected frequently. Room keys will have a one-time use and will be discarded upon every guest departure.

**Guest Rooms:** EPA approved cleaning products and disinfecting protocols will be used for guest rooms with particular attention paid to high-touch items, such as doors, furniture handles and pulls, nightstands, toilet seats and handles, telephones, thermostats, light switches, alarm clocks, luggage racks, safe keypads, carpet and flooring.

The TV remote control will be cleaned, disinfected and sealed prior to guest arrival. Newspapers will be available upon request and recycled after use. Housekeeping will also discard magazines, paper menus and other collateral upon every guest departure.

**Housekeeping:** A guest can accept or decline daytime and evening housekeeping service, and adjust their preferences daily. To minimize contact with guests while cleaning, housekeepers will offer to return at an alternate time for occupied rooms. Should housekeeping day service or evening turndown be desired, housekeepers will wear a cloth face covering, gloves and protective shoe coverings. Two sets of disposable gloves will be used per room, one for the bathroom and one for the bedroom area, and will be discarded immediately thereafter. Carts and equipment will be cleaned and disinfected at the start and end of each shift.

**Laundry:** Bed linen and towels will be changed in response to guest preference. All items will continue to be washed at a high temperature and in accordance with [CDC guidelines](#). After departure, all linens and towels, whether they appear used or not, will be cleaned.

**Public Restrooms:** All public restrooms will be cleaned and disinfected frequently; we have temporarily replaced cloth hand towels with disposable paper hand towels.

**Room Recovery Protocol:** In the event of a presumptive case of COVID-19, the guest's room will be removed from service and quarantined. The room will not be returned to service until the case has been cleared. In the event of a positive case, the room will remain out of service for the recommended time frame needed for the virus to die, and it will then be thoroughly cleaned and disinfected in accordance with CDC guidance for cleaning and disinfecting when someone is positive.

## VI. HOTEL OPERATIONS

**Activities:** The Family Entertainment Center will be temporarily closed. This includes children's camps, babysitting services, the playground and the sports court. When the playground reopens, it will be spot cleaned and disinfected throughout the day and receive a complete spray treatment to disinfect nightly.

**Business Center:** Shared computers for guest use will be removed. Should a guest need printing services, our Guest Relations Team will assist.

**Guest Shipping:** For guest packages, our Mailroom Team will call each guest to confirm preferred delivery time. Packages will be delivered to the room and placed outside the door. Our team will then knock and wait six feet away to ensure the package is retrieved.

**Ice Machines:** Use of self-service ice machines on guest floors will be suspended; signage will be posted indicating ice is available through In-Room Dining.

**Laundry & Dry Cleaning:** Services will be available using physical distancing pick-up and delivery protocols.

**Ocean Fitness:** Ocean Fitness will open at a later date. At that time, fitness equipment will be cleaned and disinfected between each use and spaced accordingly to accommodate physical distancing. Complimentary outdoor fitness classes, including water conditioning and spin, will be available for guests and members. Personal training sessions are available with trainers who will wear cloth face coverings and maintain physical distancing requirements. They will disinfect mats and equipment for each client.

**Retail Shops:** Signage will be displayed to remind customers of appropriate physical distancing throughout our boutiques. Glass partitions will be utilized to separate customers and cashiers at service counters when possible. Hand sanitizer will be available in every store. At News & Gourmet, all pastry items will be individually wrapped. All utensils, condiments and straws will be provided upon request and individually pre-packaged and sealed. Make-up application services in our Guerlain boutique are temporarily suspended.

All shops will be cleaned and disinfected nightly; frequently touched surfaces will be disinfected throughout the day and upon a shift change.

**Salon & Spa Services:** We will continue to offer salon and nail services. Our staff will wear cloth face coverings and gloves as necessary. Spa facilities, including steam, sauna, lounges, locker rooms and treatment rooms, will reopen at a later date; at that time, capacities will be monitored and treatment rooms will be cleaned and disinfected in between each guest use. All amenities will be displayed for single use. There will be no self-service refreshments. Attendants will provide individually portioned snacks and beverages.

**Vendors:** Every vendor who enters the property will be subject to a temperature screening and required to wear a cloth face covering.

## **VII. CLUB OPERATIONS**

**Beach & Pool:** Pool seating will be configured a minimum of 6 feet apart, unless guests are family members. Chaise lounge chairs will be cleaned and disinfected after each use; staff will be on duty to provide chair set up and towel and beverage service. Bungalows remain available for daily rental. They will be cleaned and disinfected after each use. Beach & Pool employees will maintain physical distancing and wear cloth face coverings and gloves as appropriate. Limited water sports will be available.

**Facilities:** The Clubhouse, fitness facilities (to open at a later date), locker rooms and exterior restrooms will be cleaned and disinfected frequently. On-course water stations remain available. Complimentary water and Powerade will be provided to all golfers on their carts. Designated signage will be displayed outlining the [physical distancing](#) and [facial covering](#) mandates of the CDC Guidelines.

**Golf:** Available for club members and hotel guests only, tee times will be limited to four per hour and players will not be permitted to arrive earlier than 20 minutes prior to their tee time. The following policies apply:

- A maximum of one player may ride in a cart, unless they live in the same household. Staff will confirm household verification by ID. Shared carts will be marked and identified by a small colored flag to indicate verified family sharing.
  - Golf carts shall be cleaned and disinfected after each round.
  - Scorecards, pencils, tees and towels will be issued upon request.
  - Sand and seed will be offered to each golfer or removed if requested. Bottles and scoops will be cleaned and disinfected between rounds.
  - Play is set-up for walking and is encouraged.
  - Caddies are not permitted at this time.
- Practice facilities are only accessible to members and guests with booked tee times.
  - For the purpose of warming-up, hitting bays will be spaced 10 feet apart to accommodate physical distancing guidelines. Use of these bays will be limited to 20 minutes immediately prior to a player's scheduled start.
- Bag handling, storage and rental clubs are currently not available.
- A refreshment station will sell drinks, packaged snacks, golf balls and gloves.
  - Charges will be automatically applied to the account on file; signature will not be required.

- During play, golfers are not permitted to rake bunkers or touch flag sticks. In addition:
  - Holes will be filled for easy access to the ball.
  - The USGA suggests golfers play preferred lie in bunkers and to “rake” with their feet.
  - All ball washers will be removed or locked down.
  - Golfers should practice physical distancing per the CDC Guidelines, a minimum of 6 feet apart.
- Players should not congregate after play and they should leave the golf facility immediately upon completion of play.

**John Webster Golf Academy:** At this time, we are offering individual lessons that comply with physical distancing protocols; group lessons, clinics and junior clinics are not available.

**Member Activities:** Social gatherings and club activities will be postponed to avoid forums for club members congregating.

**Staff:** All staff will wear a cloth face covering and gloves as necessary. Employees are directed to wash hands or sanitize after touching any equipment, including clubs, bags or shoes.

**Tennis:** All tennis activities will comply with physical distancing protocols. Tennis courts will be available daily for individual play and lessons. Group lessons, clinics and junior clinics are currently not available. Booking times will be staggered to create additional time between sessions and prevent any congestion. Court gates will be left open to prevent touching. Hand sanitizer will be available at all main contact points. Signage reminding players of CDC guidance will be posted. A hydration station with complimentary water and Powerade will be provided on the tennis veranda in lieu of self-serve water stations.



## VIII. FOOD & BEVERAGE

The Breakers had elevated food safety standards in place prior to COVID-19. We are one of only a few hotels in the United States with a dedicated Food Safety Manager. This position is held by a former experienced Food Safety Inspector for the State of Florida, who is now employed full-time to inspect all of our restaurant and banquet food production, safety and sanitation.

We have suspended all buffet and self-serve food options. Our restaurants will only provide a la carte meals and our banquet events will offer table service or pre-packaged food items.

Condiments and sugar options will be served in single use containers (either disposable or washed after each use). Straws will be available upon request and individually wrapped. Menus, check presenters and pens will be cleaned and disinfected after each use.

We continue to follow the FDA's Food Code recommendations for hand washing and disposable glove use in all food service areas.

**Banquets & Catering:** Each event area will have hand sanitizer stations for attendee use. All equipment, linen and meeting amenities will be cleaned, disinfected and replaced between every event.

We are redesigning our banquet menus and reimagining our food & beverage service. Due to the discontinuation of buffets, we are introducing individually packaged, fresh-food options; upscale box lunches and an expanded menu of plated selections; as well as "one-plate" meals (inclusive of appetizer, entree and dessert) to minimize human interaction. Modified menus will showcase available service styles and food selections. Coffee and other meeting break refreshment items will be attended and served by staff. Individual cans of water will be provided; this will be in lieu of water carafes on meeting tables and self-serve water stations. Flatware to be provided as a roll-up, glassware will remain behind the bar, and all cocktail garnishes will be pre-skewered. Single use notepads and pens will be provided.

Seating capacities and floor plans will be reviewed and customized for each event to ensure appropriate physical distancing. When possible, outdoor venue spaces will be considered.

**Food Safety:** We will continue to work with EcoLab and ServeSafe to enhance our guidelines for hygiene and disinfecting, as well as provide training for all food service employees. A full-time, dedicated Food Safety Manager oversees each outlet; this individual completes daily food safety audits. All food handlers and supervisors are trained in safe food preparation and service practices. Food & Beverage Managers are required to conduct self-inspections using the company's food safety standards as guidelines.

**In-Room Dining:** Guests may order by calling or texting. The menu in every guest room is single use; it will be discarded upon guest departure. In-Room Dining will provide no-contact delivery. Food will be preset and either served with plate covers or sealed with tamper-proof stickers and placed outside of the guest room door for guest retrieval. Each cart includes a button that notifies the staff that the cart is ready for pick-up when pressed. Each button will be cleaned and disinfected after every use. Guests will place their cart in the hallway outside of their room for staff removal.

**Restaurants & Bars:** Restaurants and bars will reduce seating capacities in compliance with government mandates. Hostesses and supervisors will manage physical distancing at restaurant entries and they will be stationed behind glass partitions where possible. Hand sanitizer stations will be available at every restaurant.

Point of sale (POS) terminals will be assigned to a single server when possible and cleaned and disinfected between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use. Dining tables, bar tops, stools and chairs will be cleaned and disinfected after each use. Cocktail garnishes will be prepared in advance and bar snacks will be served per individual guest and not shared by the table. Menus will be single use or disinfected between customers.

[Echo](#), The Breakers off-site Asian restaurant, will be launching online ordering with curbside pick-up for dinner service. Tamper-proof stickers will be applied on all to-go meals.

**Retail Food Service:** Our retail food venues, namely News & Gourmet and Mary Lily's, will follow the same protocols for hygiene in regards to food handling and service. High-touch/high-traffic areas will be cleaned and disinfected more frequently.

## IX. MEETINGS & EVENTS

**Meeting & Event Space:** Floor plan layouts and seating capacities will be reviewed on an event by event basis to ensure physical distancing guidelines are in compliance with [CDC](#) and state recommendations. Outdoor venue options will be provided if available.

All conference room door handles, tables, chairs, light switches and other equipment will be cleaned and disinfected after each group use.

Every event area will have a dedicated hand sanitizing station for attendee use.

**Menus:** See banquet menus under previous Food & Beverage Section (VIII).

**Site Inspections:** Site inspections with clients will be conducted virtually when possible and/or appropriately physically distanced.