



HOUSEKEEPING

Our Commitment: The wellness and safety of our guests, members, employees and local community is our highest priority. In response to the advice of the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC) and public health authorities, we have enhanced Housekeeping operational practices as a continued effort to counter the threat of COVID-19.

Housekeeping employees will undergo extensive COVID-19 Recovery Training; This guidance includes:

- Following the Occupational Safety and Health Act (OSHA) advisory recommendations on hand hygiene, respiratory etiquette, social distancing, protective actions against COVID-19 and infection prevention & control
- Employee awareness & communication materials will include pertinent guidelines on “Infection Prevention Measures”, “How to Slow the Spread of COVID-19,” “How to Protect Yourself” and “Preparedness & Response Plans”
- Protective Personal Equipment (PPE) - masks, gloves, and shoe covers will be required for all housekeeping employees.
- Prior to guestroom entry, attendants are required to disinfect cleaning supplies/tools and apply Personal Protective Equipment (PPE)
- All disinfectants used at Pinehurst Resort are registered with the United States Environmental Protection Agency (EPA) and meet the criteria for use against emerging viral pathogens & SARS-CoV-2, the virus that causes COVID-19
- Rigorous sequential cleaning, recommended chemical application and meticulous inspection by trained professionals will be enacted for all guestrooms and public spaces

To eliminate potential cross contamination between guests:

- Magazines, notepads, brochures, Bibles, books, ink pens, etc. have been removed from all hotel guestrooms and lobby spaces
- Minibar snacks have been removed from guestrooms and will be delivered upon request
- Valet dry cleaning and laundry slips have been removed from the guestroom. Laundry can be retrieved by request by dialing “0” to speak with the Hotel Operator
- Housekeeping service preference(s) can be digitally communicated to Resort Services prior to hotel arrival

As quality assurance measures, augmented linen processes relating to storage, retrieval, containment and laundering has been implemented:

- A linen basket will be provided in each guestroom to contain soiled bath terry
- All hotel linen will continue to be removed and laundered after every use
- Linens are washed to meet strict hospitality standards and remove contaminants. Proper handling, appropriate chemical and detergent for recommended treatment is applied

Increased cleanliness and disinfection protocols will be performed for highly trafficked areas and surfaces with frequent guest contact:

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| • Door knobs and handles | • Nightstand and drawers and knobs | • Room furniture | • Bathroom amenity tray |
| • Guest telephones | • Credenzas | • Window blinds & pull cords | • Baseboards |
| • ATM machines | • Desk chair and rails | • Drapery & window coverings | • Bathroom glass shelf |
| • Elevator buttons | • Telephones | • Windows | • Vanity mirror |
| • Hangers | • Water bottles | • Bathtubs | • Bathroom vanity and/or pedestal sink |
| • Luggage racks | • Refrigerator door & knob | • Shower door & handle | • Bathroom vanity drawers and/or shelving |
| • Ironing board | • Refrigerator | • Shower faucets | • Bathroom door and doorknobs |
| • Irons and steamers | • Remote control | • Showerheads | • Bathroom towel bars |
| • Hair dryers | • TV buttons | • Shower flooring & drain | |
| • Closet door | • Tables | • Shower caddy | |
| • Desk lamps | | • Toilet and handle | |