

# PHM Team Member News & Updates

March 13, 2020 Update

Attention Team Members,

The health and wellbeing of our Team Members and all who visit our properties is of the highest priority. We want to be sensitive to the needs and bring a sense of direction as we all try to take the best approach in the evolving situation.

We wish to keep the lines of communication as open as possible to assist our Team Members with understanding how they and our properties may be impacted by the novel coronavirus (COVID-19). Paramount Hospitality Management will continue to use this communication portal to provide updates and allow us to answer any questions you may have concerning your job during the next few weeks.

Should you have any questions, please [click here](#) to email us directly and we will respond to you as soon as possible.

We are actively monitoring the communication on the coronavirus (COVID-19) updates from the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC), and will continue to respond based on the best advice of governments, public health authorities and medical professionals.

The main symptoms of the coronavirus remain: fever, cough and a shortness of breath. Further, it's expected that a vast majority of cases of the virus are going to be minor ones.

According to the authorities taking the preventative steps to help minimize the spread of viruses is imperative. Use strong hygiene practices and be conscientious of others.

- Wash your hands often with soap and water for at least 20 seconds.
- Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Keep at a distance of 6 feet is recommended.
- Stay home when you are sick. The incubation period for the coronavirus is between 2 and 14 days so self-quarantine if you are sick is recommended.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

Proper and frequent handwashing is vital to help combat the spread of viruses. In our daily meetings, our teams are reminded that cleanliness starts with this simple act. It's important for their health and that of our guests.

**Will we be closing our properties?**

No, although the hotel industry is being impacted by many cancellations. We will continue to operate the properties and provide the best service we can as many guests are continuing with their travel plans.

**Will my schedules change?**

We will all need to be open and flexible to changes as we are in a very fluid and evolving situation. Be sure to turn on your Paycor notifications so that you see the current schedules.

**How many of our Team Members have been diagnosed?**

To date we do not have anyone on our team reported having been diagnosed.

**What should I do if I need to call in sick?**

Our Team Members are expected to continue to follow our communication process and contact your department managers directly if sick and need to stay home. Otherwise you are expected to report to work as scheduled. You will need to submit your time off request through the Paycor.com Blue app.

**Will this time count against the attendance record?**

We will review the attendance occurrences on a case by case basis.

**Should I come to work if I recently traveled outside of the United States?**

Yes, please speak with your Human Resources Managers.

**Can I use my PTO?**

Yes, PTO will be available for Team Members to use should they get sick or need to care for family members.

**With the occupancy changes can I pick up shifts at another one of PHM's properties?**

Yes, if you are interested contact your managers to ask if there are any shifts available at another property in a position for which you are qualified to perform.

**Can I wear a mask at work?**

Yes, you can however, the CDC has not indicated that this provides a high level of protection. We understand if you feel the need to use an appropriate mask.

**Will there be a hiring freeze?**

We will continue to assess all the staffing levels needed and ensure we are servicing our guests.

Please continue to communicate, we all want everyone to be safe and take care of each other.

Sincerely,



Marco A. Manzie CHA, CAM  
President



Amanda Sarraf  
Corporate Director of Human Resources