

# 2020 Highlights

## Our Response to the COVID-19 Global Health Pandemic

With the onset of COVID-19, early work efforts at Tropicalia came to a sudden halt when the Dominican Republic declared a national state of emergency on March 19, 2020. Measures to stifle the spread of COVID-19 were among the most robust in the Caribbean and South America, effectively closing borders, schools, hotel operations, and limiting in-country transit of people through prolonged shelter-in-place orders. Our construction efforts found themselves in suspended animation, and we quickly decided to take a pause and survey the landscape given the impact of the pandemic on our industry. Likewise, we immediately implemented work-from-home policies and flexible work schedules to maintain the safety and wellbeing of our team.

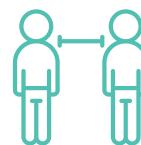
## A Revised Resort Design and Program



Every challenge provides opportunity; the harsh realities of the pandemic gave Tropicalia a unique window to revise its resort design and program in response to the sudden shift in traveler behavior and expectations. Never before have health, safety, multi-generational living, and technology been more prioritized by travelers everywhere.

### Changes made to the Resort Program:

Addressed evolving consumer and industry perceptions, expectations, operating standards, and best practices related to COVID-19. Included redesigned common areas that align with social distancing protocols.



Increased the availability of free-standing and socially distanced residential products that lend themselves to medium and long term stays.



Reduced construction costs and improved design elements when compared to the original bidding process.



Incorporated state-of-the-art connectivity technology consistent with evolving consumer demands.